



Welcome to your Stratus Networks Hosted PBX User Guide. Your HPBX combines the best in traditional phone system features with modern Internet Protocol (IP) capabilities. In this guide, you will learn how to perform many common tasks on your phone, as well as make full use of your web portal

Making Calls

You can dial on-hook or off hook.

➤ To dial on-hook

1. Dial the phone number.
2. Pick up the handset, headset, or speaker.

➤ To dial off-hook

1. Pick up the handset, headset, or speaker.
2. Dial the phone number.

Calls to the US and Canada are all dialed using 10 or 11 digits. Local calls can be dialed using 7 digits.

Extension Dialing

Extensions on your system can be dialed using their 3-to-4 digit extension or by pressing the button on your phone corresponding to the desired extension.

Receiving Calls

When a call comes in, you can answer it via a headset, speakerphone, or handset.

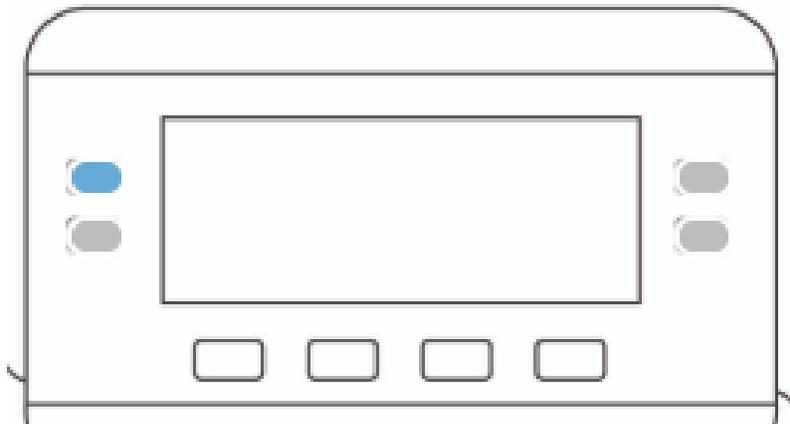
➤ To answer a call using a handset

– Lift the handset off-hook.

➤ To answer a call using a speakerphone

– Press the Speaker button

Programmable Keys



➤ Programed Buttons will display:

Call Parks /extensions /Paging/ Call Center Toggle (login/out)

➤ You can program these keys via the Soft Phone.

-This can be found in the Soft Phone training manual

Back Button



➤ Use the back button to go back within the phone

Phone Settings



(2) Recent: This allows you to view:

1. All calls
2. Missed Calls
3. Received Calls
4. Placed Calls



(3) Speed Dial: Assign speed dial

- Name
- Number



Device Administration

- Time Settings
 - Change Time Zones
 - Daylight Savings (on/off)
 - Time Format
 - Date Format
- Language
- Restart
- Factory Reset



(4) User Preference: Choose from these options

- Call Preference: on/off
 - Call Forwarding ➤ DND
 - Block Caller I.D ➤ Call Waiting
 - Block Anonymous Call
- Audio Preference: Default your phone to answer:
 - none ➤ speaker
 - Handset
- Microphone Gain & Test: Allows you to adjust your outgoing voice
- Attendant Console Preference
 - Change display screen to show extensions vs names
- Ringtone
 - Set ringtones
 - set ringtone by extensions or set extension 1 as the main incoming ringtone
- Screen Preference:
 - Backlight timer
 - adjust how long your backlight stays on
 - Display Brightness
 - Adjust your backlights brightness

Voicemail



Accessing Voicemail

➤ To access voicemail

1. Press the Messages button on your phone to access your voicemail box or dial 5001 if you cannot identify the voicemail button.
2. If you subscribe to multiple mailboxes, a list of mailboxes may appear. Select the mailbox you want to access.
3. When prompted, enter your voicemail pin, and then press #.

Setting Up Your Mailbox

The first time you log in to your mailbox you are walked through recording your name for the directory and recording your personal greeting.

The name recording is for the dial-by-name directory, so when someone enters the first three letters of your last name, it will play back your name recording.

The greeting plays when your mailbox is reached. It is very important to make a custom message, as many callers will not leave messages at mailboxes that have generic greetings.

Alternate Greetings

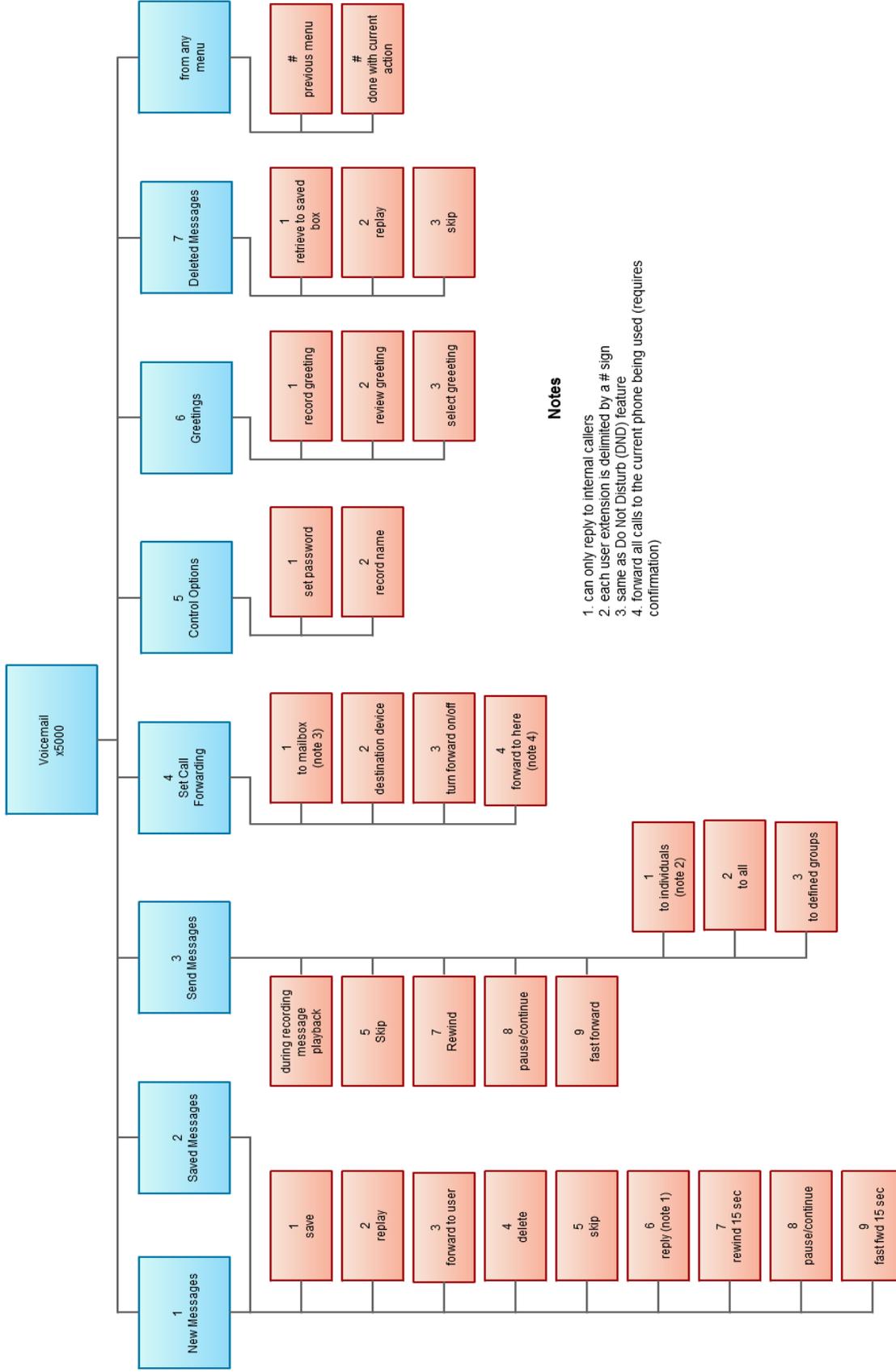
Your mailbox supports multiple greetings for different scenarios like business trips and holidays.

➤ To record an alternate greeting

1. From your mailbox, press 6 for greetings, and then press 1 to record an alternate greeting.
2. When prompted for the greeting number press 2 for your next alternate greeting (1 is your default greeting).
3. After your recording is completed, select the active greeting by selecting option 3 in the greeting's menu.

Voicemail Tree

On the next page you'll find a voicemail tree showing what to dial for each option in your mailbox.



Notes

- 1. can only reply to internal callers
- 2. each user extension is delimited by a # sign
- 3. same as Do Not Disturb (DND) feature
- 4. forward all calls to the current phone being used (requires confirmation)

- 1 to individuals (note 2)
- 2 to all
- 3 to defined groups

Call Directory



- Personal Address Book
 - Add contacts to your personal phone only
- Corporate Directory
 - All users with extensions
 - Shared Directory
- All
 - Search all Directories

End Call/Hang Up



- Use this feature to hang up/ end calls

Hold



- Use this feature to place calls on hold
- Re-press to resume call or press resume

Transfer



Attended Transfer

Attended transfer allows you to speak to the transfer recipient prior to completing the transfer while the caller is on hold.

1. Press the **Transfer** key/softkey on your phone.
2. Dial the recipient's extension or press their BLF.
3. Speak to the recipient, and then either press **Transfer** again to complete or cancel if the recipient cannot take the call.

Blind Transfer

Blind transfer goes straight to the recipient.

1. Press **Transfer**.
2. Press the **Blind** softkey.
3. Enter the extension of the recipient or the recipient's BLF.

Transfers to External Numbers

A transfer can also go to an external number such as a cell phone. Follow the transfer directions above but instead of dialing an extension, dial a 10 digit phone number.

Voicemail Transfer

Voicemail transfer goes straight to the recipient's voicemail box without ringing the recipient's phone.

➤ To perform a voicemail transfer

- Perform a blind transfer with a 03 prefix before the extension. For extension 111's voicemail, for example, blind transfer to 03111.

Conference (9)



➤ To make a 3-way conference

1. Call or be called by the first participant in the conference.
2. Press the **Conference** key/softkey, and then dial the second participant.
3. After the second participant picks up, press **Conference** again to connect everyone.

Headset (10)



- Press the headset button when you want to use a wired or wireless headset.

Note- Wireless headsets only work with Cisco 8851 & 8861 models

**Please see: 8851 & 5561 Extra Features **

Speakerphone (11)



- Press the speakerphone button activate feature

Mute (12)



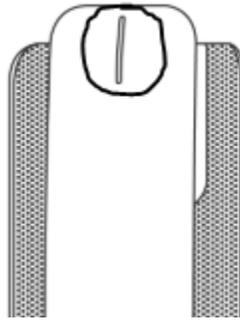
- Press the mute button to put yourself on mute while on a call. Button will turn red when activated.

Volume (13)

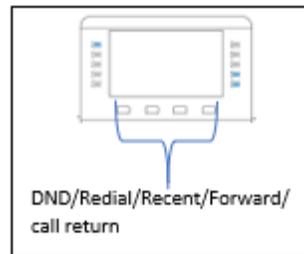


- Use the volume keys to adjust volume up or down

Voice Mail Indicator (14)



➤ The Voice Mail Indicator will flash red when you have a voicemail



Soft keys:

DND / FORWARD ALL / REDIAL /CALL RETURN / RECENT

You can see these options appear on the bottom of screen. You can select these options by pressing the hard button beneath each selection. To see more you can press the last button displaying the 2 dots. This will show page 2. (DND & CALL RETURN)

Redial- allows you to dial any inbound, outbound, and missed calls

Recent- allows you to see all inbound, outbound and missed calls

Forward all- Allows you to forward ALL calls to another number or extension

DND- Press the DND key to start DO NOT DISTURB. Repress to ClrDND button to resume receiving calls

Call Return- allows you to return a call from the last person who called

When you have a missed call or a voicemail your main line & handset will show red.

A missed call will have a red phone  above the number with the # missed calls.

A missed voicemail will have the voicemail symbol  with the # of missed voicemails.

If you have BOTH missed VM & calls your phone will flash between # of missed calls and # of VM 's until calls are viewed through the RECENT button and VM's are listened to.

Answering Calls on Hold

To retrieve a call placed on hold you will use the 'soft key' that says RESUME. This is going to be the first button under your display screen. When a second call comes in while you are on a call, you will see the new caller's ID appear up on the screen and be highlighted. You will also see the 3 answer options displayed at the bottom. If you choose to answer the incoming call, your first caller will be automatically placed on hold and you can start speaking.

If you place the 2nd caller on hold as well, you will then see both caller IDs on your screen. You will notice there are 'hold' icons at the end of both numbers to show they are on hold.

To retrieve the 1st caller, use your directional dial up to select the caller ID and then press the first 'soft button' that says RESUME. Your 2nd caller will remain on hold until you press the RESUME again to pick up the call.