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HPBX Quick Guide:

Press the  key to set up your voicemail. Follow the prompt to record your greeting.

Example- "Hello, you have reached the desk of (insert name). I am either away from my desk or on another call. Please leave your name, number, and a detailed message. I will return your call as soon as possible."

Voicemail Messages:

#1 =save #2 =reply #3=forward #4 = delete #5 =skip

When leaving a voicemail message:

*= to skip intro VM greeting

To transfer a call to a Voicemail box: press "03" before dialing the persons extension

Example- extension 2125 would be 032125

To pick up another user's phone with your phone press 07 and the extension you want to answer

Example- Ext 2021 is ringing. I can use my Ext 2028 to pick up by dialing 072021

Call Park: ***

While on a live call dial *** to place a call on park

The system will tell you what line the call is parked on. You then tell the recipient to pick up the call on "said" extension.

Example- system will state "call parked on extension 5001-xxx"

To pick up call park:

The recipient will need to dial the "said" extension on park

Or-

Use the soft keys on your phone to place call on Call Park 1 or 2

-red light shows call is parked

(if your phone does not have this option call 309-222-2086 to fix)

Transfer- allows you to speak to the recipient before transferring call.

Press the **TRANSFER** key or  button > dial recipients Ext# > Speak to the recipient and either press **TRANSFER to compete the call** or if the recipient cannot take the call press **end call** to cancel transfer and press **resume** to communicate with the original caller the recipient is not available.

*remember you can also send to recipients' voicemail by pressing "03" before the extension

Blind Transfer- goes straight to recipient

Press **TRANSFER**> press the **BLIND** soft key>enter users Ext #

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. You must dial 1+area code. You also must not have any answering rules saved in your soft phone. Most phones are set up by default to NOT have any although depending on your call flow that could change. Please contact stratus if you are having issues with call forwarding. voiceprovisioning@stratusnet.com Your “office manager” user is also able to help with changing your answering rules to default.

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.

Conference Call: by pressing the  button you can add two more people to your call making it a conference call.

When initial call is made, and you would like to add a 3rd caller:

1. press  button and dial number or extension
2. press call
3. 3rd party will answer if you would like to join them to the call press CONF.
4. To remove yourself from the conference call and keep the remaining people in touch press JOIN. This will merge the two callers and remove you from the call.

Voicemail (4)



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

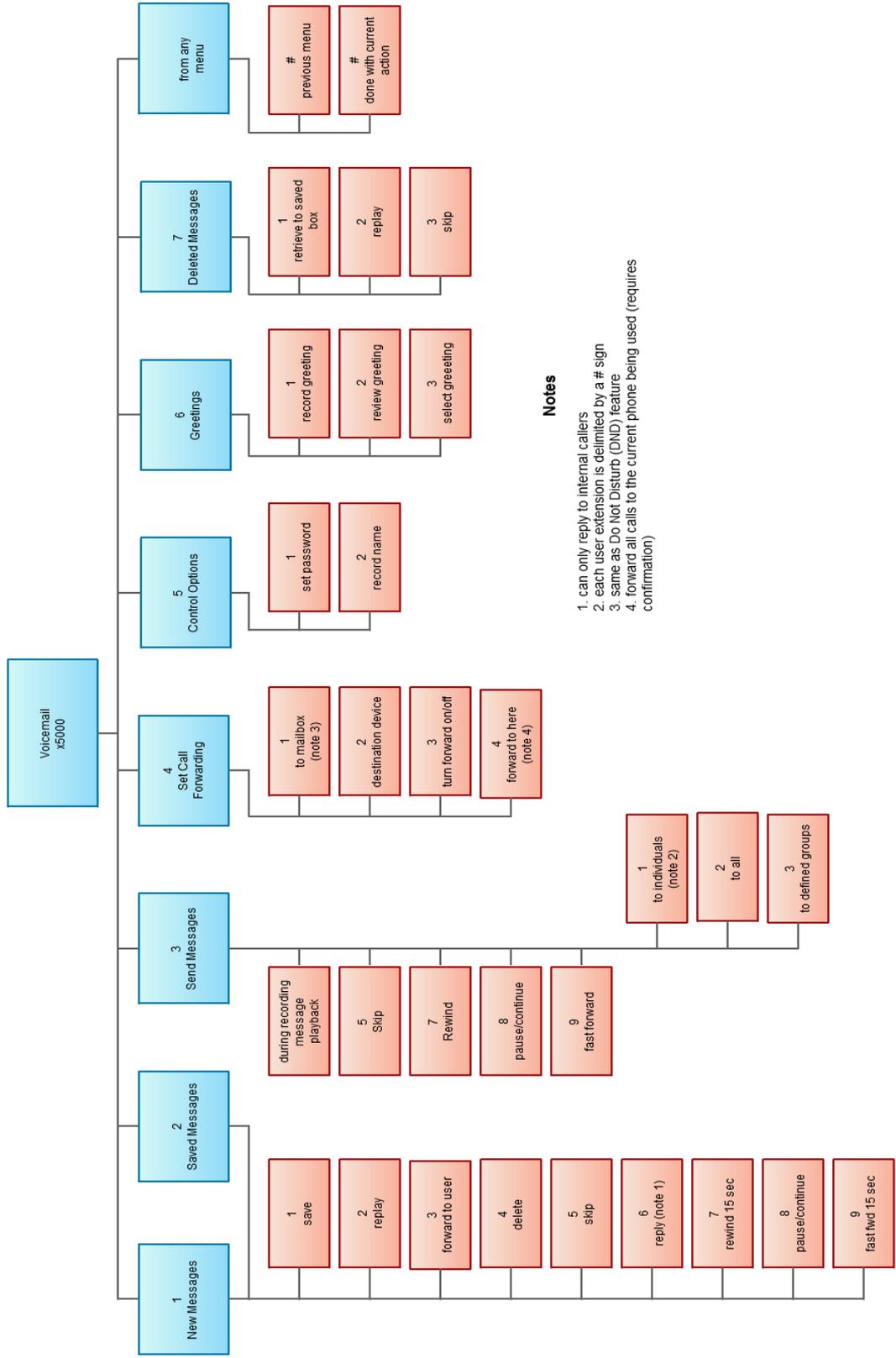
Your mailbox supports multiple greetings for different scenarios like business trips and holidays.

➤ 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)

Troubleshooting:

Steps to take when troubleshooting a phone issue

1. Try restarting your phone.

- press the gear key 
- Select option 6 (Device Administration)
- choose option 4 to restart
- " Do you want to reboot system? -Yes

2. Try unplugging and plugging the phone back in to refresh
3. Check your ethernet connection
4. Still having Issues??? Call our service center @ 866-822-2246

*Before doing a factory reset please advise the service center as this will remove all settings on your phone. They will need to be reinstalled by our team.

5. Try doing a factory reset on your phone

- press the gear key
- Select option 6 (device administration)
- Choose option 5 for a Factory Reset
- " Do you want to preform a factory reset? -Yes

*Please be patient while waiting for your phone to reset as it has to go through many channels before registering to our system