VOIP phone tips.

Accessing VOIP voice mail.

From your VOIP phone: dial *, then once the system answers dial 9 - 4-digit extension - password #.

Remote access: dial 802-828-6601, once the system answers dial 9 - 4-digit extension - password #.

During message playback, you can use the following commands by pressing the corresponding number below:

Save current message, press 1

Forward message to extension, press 2

Skip to next message, press 3

Replay current message, press 4

Rewind 6 seconds, press 5

Fast forward 6 seconds, press 6

Delete current message, press 7

Slow down voicemail playback, press 8

Speed up voicemail playback, press 9

Phone keypad controls for Voice mail playback through the Interaction Voice mail player from the Interaction Client or WAV files sent in email:

Press 5 to rewind 6 seconds.

Press 6 to fast forward 6 seconds.

Press 8 to decrease playback volume.

Press 9 to increase playback volume.

If you playback voice mail messages from the WAV files in email through the Interaction Voicemail Player (not the voice mail window in the Interaction client), be sure the close the player when you're done, otherwise you will still appear as you are on the phone to the ACD workgroup and no calls will be sent to you from the queue.

See link below to the ININ VOIP voice mail TUI user guide

http://dii.vermont.gov/sites/dii/files/pdfs/ININ-VOIP-Voice-Mail-TUI-User-Guide-DII-Edit.pdf

The ACD-VOIP User Information web site link is below.

http://dii.vermont.gov/DII_Divisions/Customer/Telephone_Services/Automated_Call/User_Info

Transferring calls from a PolyCom VOIP phone: On an active call press the "Trnsfer" button, dial the number you're transferring to, press "Send", then press "Trnsfer" to complete the transfer. If you're transferring to another VOIP line press pound # after you press send to transfer the caller directly to the VOIP line you're transferring to, then press transfer to complete the transfer. If you don't do this the caller may not hear the prompt to press pound to connect directly to that person. You can transfer to outside lines, just dial the number as if you were calling it after pressing transfer, example to transfer a call from your VOIP phone to Angela's cell phone press "Trnsfer", dial 9-839-6265, press "Send", then press transfer.

Unblocking caller ID on outgoing calls: By default our VOIP phone lines conceal our outgoing caller ID information. To unblock caller id to reveal your direct line to the party you're calling dial 76 first, this replaces dialing 9. If you're calling another phone in your exchange such as 828-3400, you'll need to dial 76-828-3400, you can't just dial 3400 if you want to reveal your number. You can program 76 into speed dial buttons for frequently called numbers, example to program a speed dial button to call Angela's cell phone with the 76 code to reveal your number to her enter 76-839-6265. If the number is long distance or toll free requiring dialing 1 and the area code program the button 76-1-800-270-2194.

Programming speed dialing in "Contacts Directory": Press menu, press 1 Features, press 3 Contact Directory, press Add, enter first name, last name, enter "Contact" which is the phone number to be dialed, Speed dial index is the position in the Contact Directory list I.E. 1-99. The first 2 speed dial entries will appear on the 2 buttons on the right side of the phone's display for 1 button use, note the top button displays your extension. The other entries in the contact directory are accessed by pressing the up arrow on the right side of the phone, then press the down arrow to scroll through the list.

Headset settings: If your headset isn't working with your VOIP phone check the following are enabled, press the Menu button, select 3 settings, 1 basic, 1 preferences, 3 headset, 2 analog headset, 2 for Jabra DHSG or 3 for Plantronics mode , also echo cancellation is enabled, and to enable headset memory on the phone, press the menu button, then press 3,1,1,3,1,2, select & back out to the main screen. Also, make sure the handset is connected to handset port on phone, not the pass-through on the headset base, and the headset base cord is connected to the phone's headset port. To answer a call through the headset press the headset button on the phone.

Ringer volume too low? If your ringer volume is still too low after using the volume button below the keypad to increase it, make sure the "Alerting Destination" setting is on "phone chassis" and not "handset". Press Menu, 3. Settings, 1. Basic, 1. Preferences, 6. Alerting Destination, 1. Chassis Loudspeaker and press select, then press the back button, then exit. To change the ring tone, press Menu, 3. Settings, 1. Basic, 4. Ring Type, select the desired ring type, press play to hear it, press select.