VOIP User Guide

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VOIP User Guide

Note to Reader

In reading this material, be very certain you never go past a word you don't fully understand. The only reason a person gives up study or becomes confused or unable to learn is because he or she has gone past a word that was not understood.

Therefore, in studying this material be very, very certain you never go past a word you don't fully understand.

To aid reader comprehension, words likely to be misunderstood have been defined in a glossary at the back of this booklet. Other definitions can be found in standard language dictionaries. If you find any other words you do not know, look them up in a good dictionary.

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Contents

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User Dashboard

The user dashboard is an applet that contains a device user's most commonly used features in one place. It initially includes functions giving the user access to their Call History, Voicemail, VoIP Settings, and Profile settings. This functionality can be extended further by adding widgets to it that are specific to other features of the account or the user.

For the dashboard to be accessible by the user, they must have proper setup in place. This includes.

1. The Dashboard Access Role must be enabled for the user.

2. The user must have a device user associated with their portal credentials.

Once this criteria is met, the user will be able to access the dashboard via Top Menu or Home screen Icon.
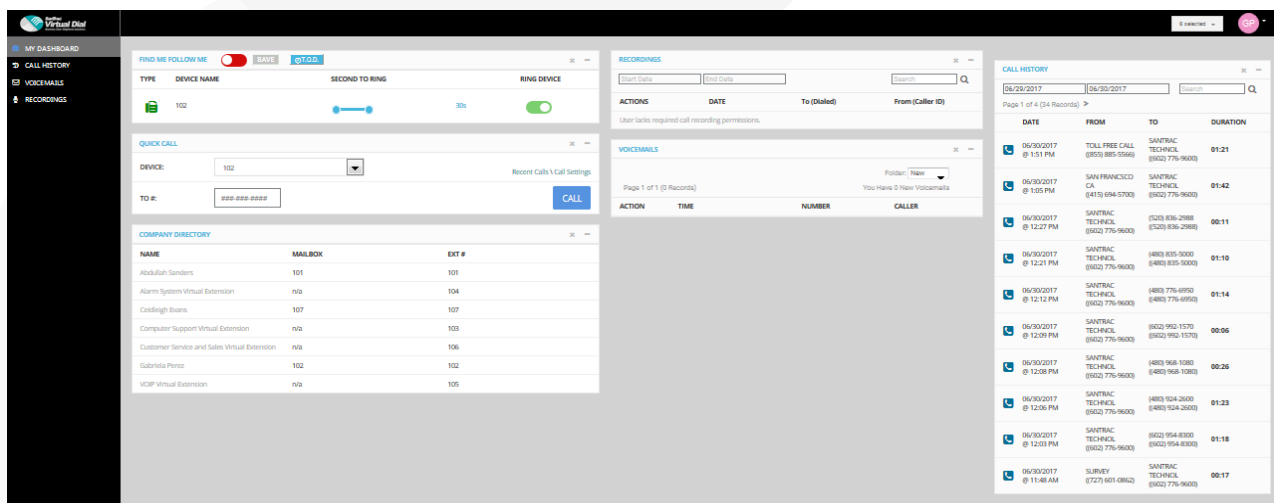
Find Me Follow Me

Here you can control your personal ring strategy for all your devices. This includes time-based routing; after-hours calls can be routed differently than calls to you during business hours. Check out your device registration status at a glance.

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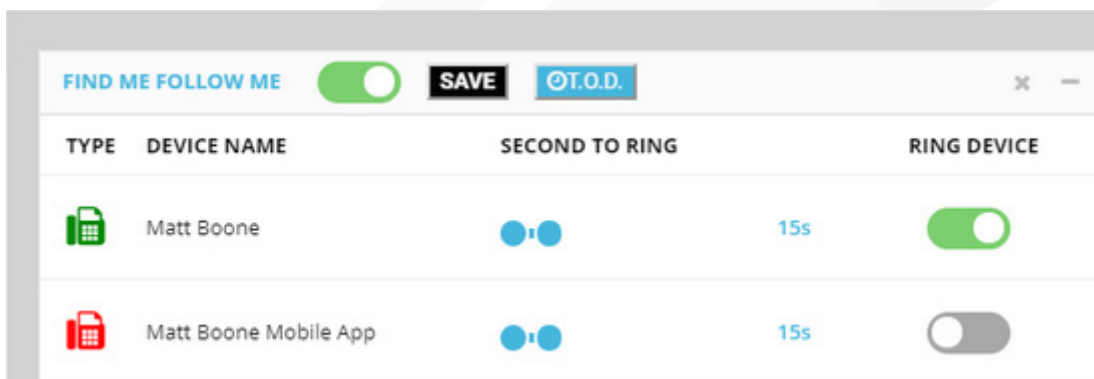
Company Directory

Comprehensive list of all users and virtual extensions in your account. This allows for a quick lookup of users' extensions in your account and their associated mailbox numbers.

NAME	MAILBOX	EXT #
999	n/a	999
Abdullah Herrara	126	126
AC Slater	410	410
Alshon Jefferie	120	120
Barackkkkkk Obama	12	12
Bernie Genzano	106	106
Bird Person	20	20
Blizzard Carrol	107	107
Brandy Earley	113	113
Brians test	n/a	212
Brian Testing	222	222
Carson Wentz	116	116
Christian Eriksen	170	170
Cody Dog	108	108
Conference Rudy	n/a	900
Cooper House	114	114
Cory Matthews	412	412
Dan Marino	115	115
Device User for mailbox	950	950
Donald Trump	10	1000

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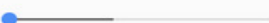
Dynamic CID List

A nice reference sheet of all the dynamic CID codes in your account. Don't have dynamic CID? Ask your account representative about it and increase sales performance!

Voicemails

Easy management of your voicemails. Messages are time stamped, and include the from name and number. Stream messages, mark as new, mark as saved, and delete messages.

Call History

Never lose that number! Here you will see your personal call history. You can even take notes about your calls for easy references and details about the call!
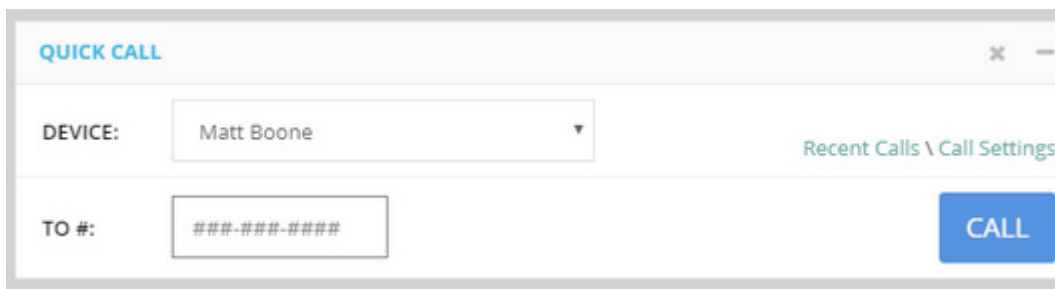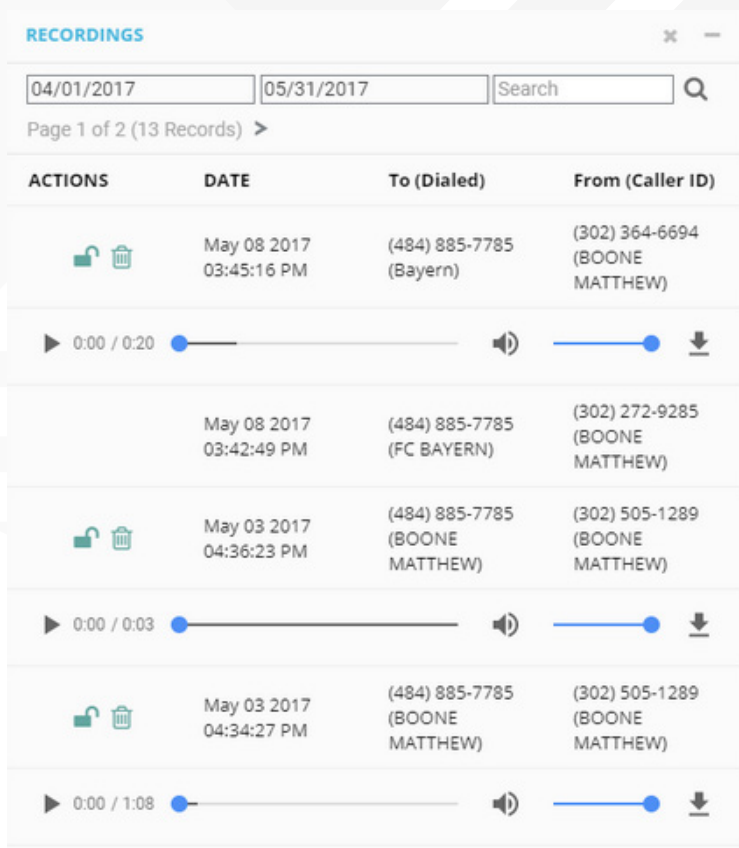
Quick Call

Simply enter the telephone number you want to dial, select the device you want to call from, and click call. Our system will then call your device, and when answered, will be connecting you to the number you wanted to dial! Prefer to Click2Call? Ask your account representative about our Chrome browser plugin!
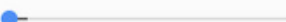
Recordings

Review call recordings right on your dashboard! You can lock, delete, stream and download the recordings right from here. Remember, you can only see recordings that you have permission to see! Interested in call recording? Contact your account representative!

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VOIP Settings

Update your voicemail settings and inbound call logic such as caller ID prepends, no answer and busy routes, and Find Me Follow Me.

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Mobile App

SanTrac Virtual Dial Powered By Nimbus Phone App

Logging In

You must log in to the SanTrac Virtual Dial Phone using the same Username and Password as you would use to log into your User Dashboard. The format for username is <<username>>!<<account prefix>>. If you don't know your prefix, please give us a call. Don't worry, you only need to log in once!

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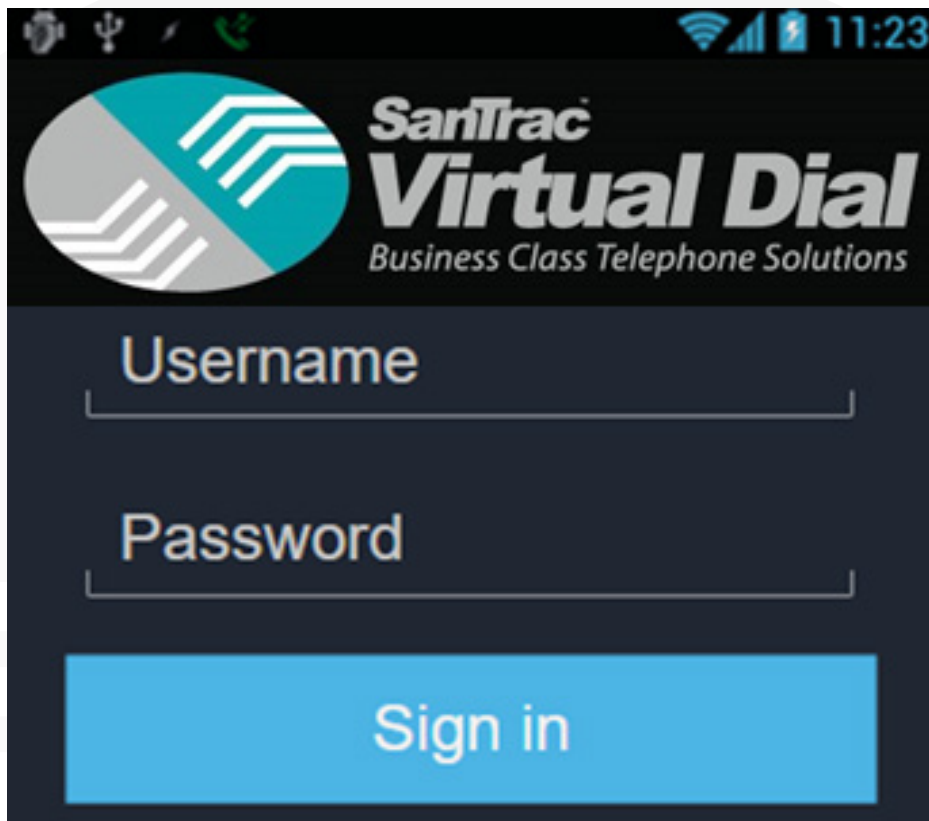
Keypad

The Keypad page is where you will land after logging in. As you can see in the examples, if you have a voicemail, you will be able to see a visual notification right here on the keypad.
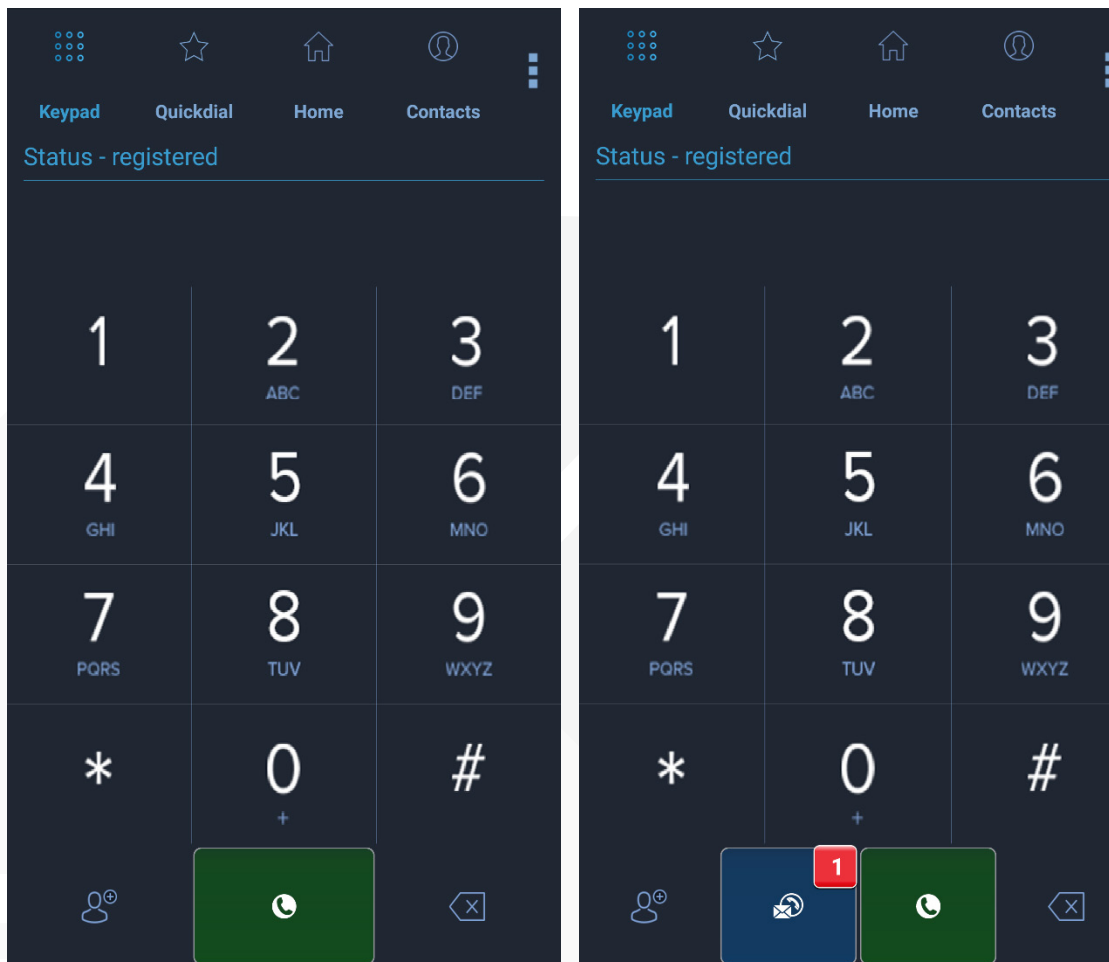
Tapping the Voicemail button shown here will initiate a call to check your voicemail. You can also use the Visual Voicemail page described on page 12!

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Quickdial

The Quickdial option allows for up to 50 speed dials to be saved within your app. When you first open this page, you will see a page of empty spaces. Click on any of these spots to save a speed dial. Once you have some saved, the empty markers will disappear. But fear not, by simply long pressing anywhere on this screen, you can choose to save a speed dial in that very spot!
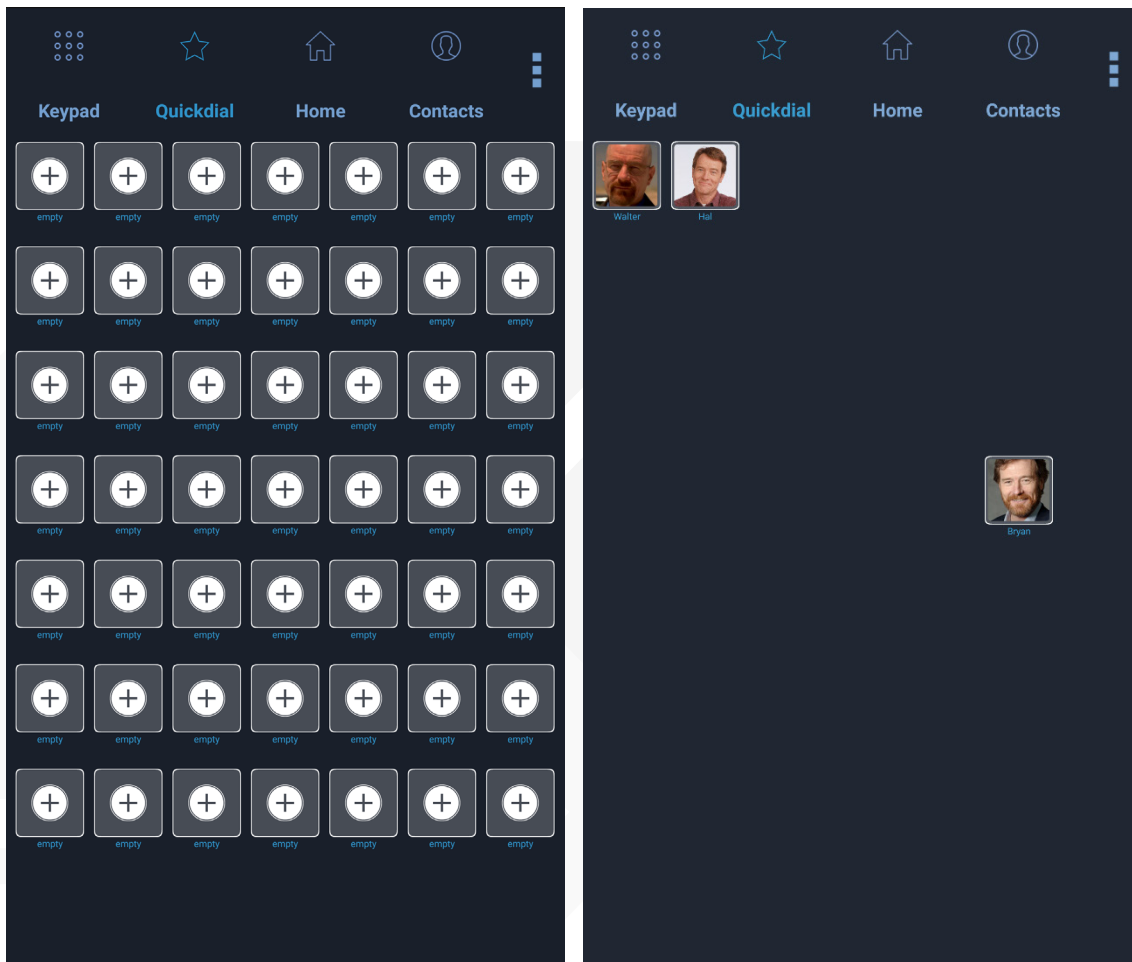
Simply tap on the entry you have saved to dial that number or extension. You can even upload pictures for your entries, or select images from your device storage!

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Home

The App allows you to easily manage your voicemails, lookup your company contacts, and maintain or update your Find Me Follow Me settings. Tap on the Home button at the top to access these tools.

Voicemail

Checking your voicemail is super easy with the SanTrac Virtual Dial Phone App. As indicated on the Keypad page, you can press your voicemail button to call into your voicemail. Using the Home > Voicemail section, you can stream and manage your voicemails without calling into your mailbox.
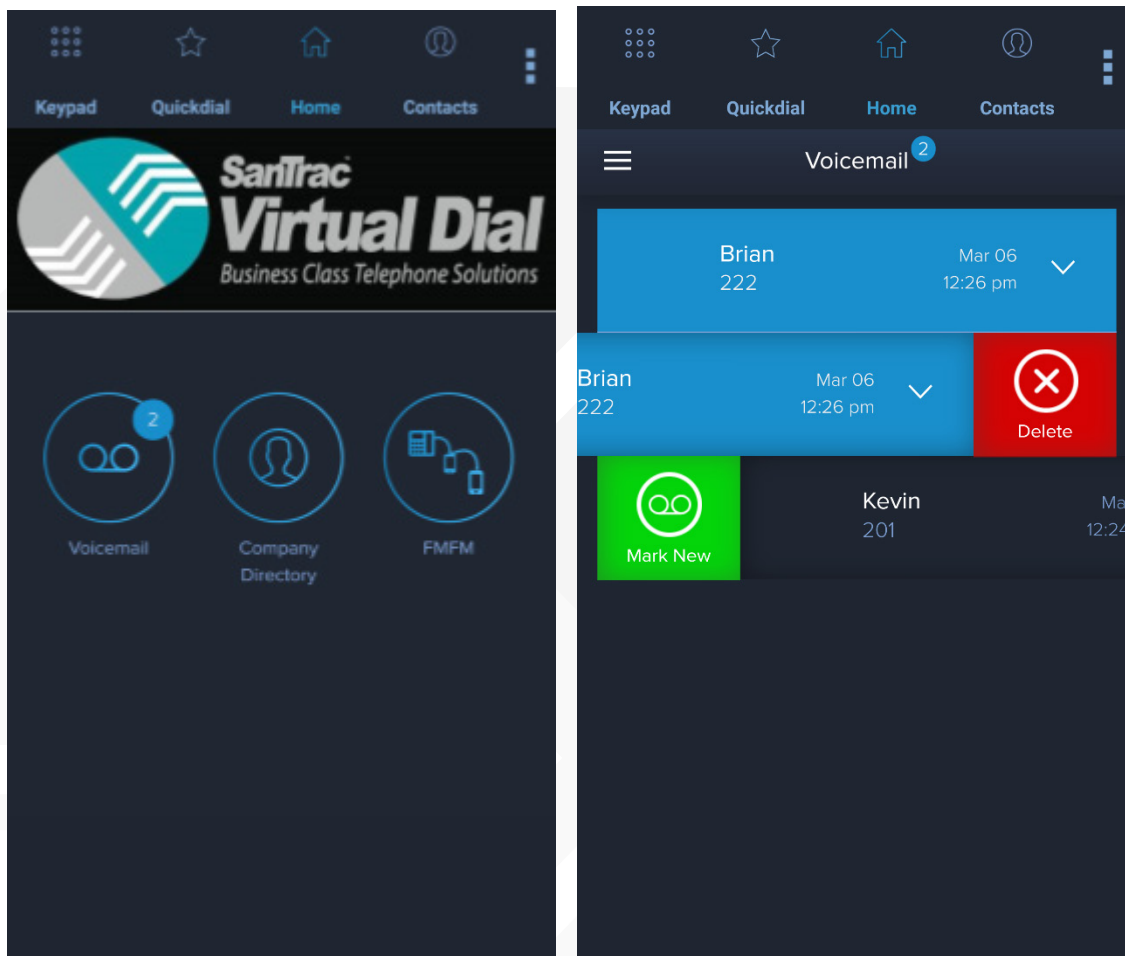
Voicemails are listed in chronological order with the most recent at the top. When viewing the list of voicemails, the caller ID name and number are displayed as well as the date and time the message(s) were left including internal extension numbers where applicable. New voicemails are highlighted so you can easily identify which ones you need to listen to.

In the examples above, you can see the Voicemail button shows two (2) unread messages. Inside the Voicemail screen, you can see all your messages, new or old. By sliding the voicemails to the left or right you can delete a message or mark a message as new. Tapping the down arrow on the voicemail row will reveal a player so you can listen to the message right from the app!

Company Directory

The Company directory lists all the users and virtual extensions in your company. These are listed in alphabetical order by first name. Tap the phone icon on the right to quickly call someone within your organization.

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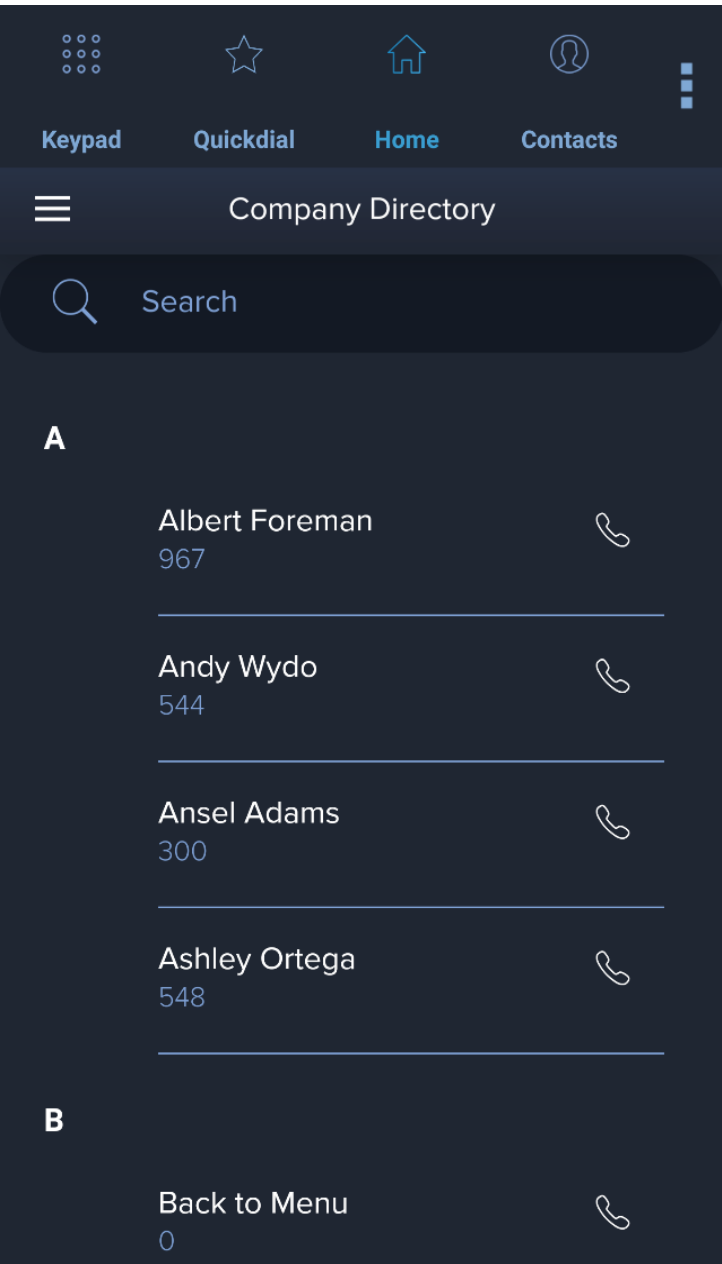
Find Me Follow Me (FMFM)

The Find Me Follow Me (FMFM) feature, is one of the most useful features of the SanTrac Virtual Dial Phone App. This feature allows you to control when each of your phones will ring. You may have a phone at your desk, a phone at home, and this app. Using the FMFM feature, you can control exactly when each device will ring, duration of ring, ring order, and what to do if you do not answer. You can even set Time of Day (Time Routing) settings to gain even more control!
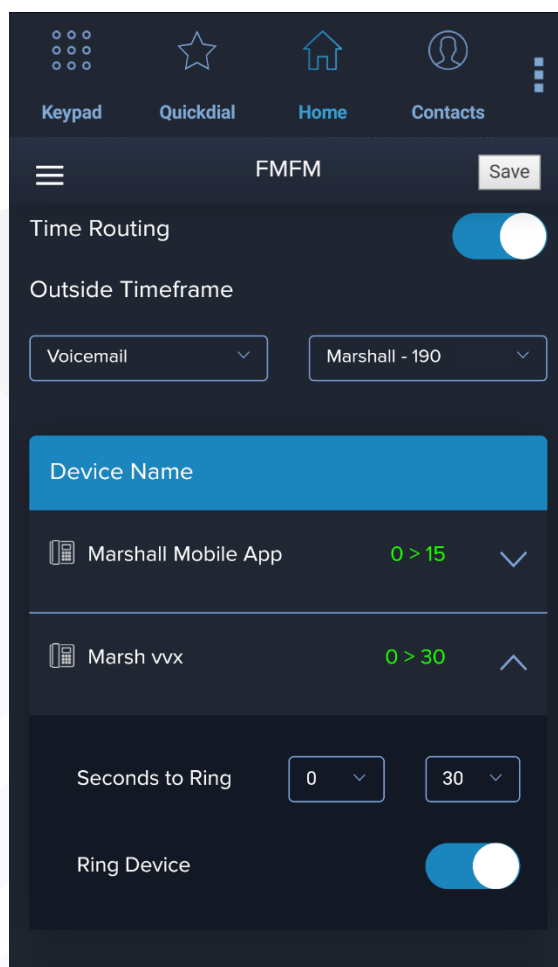
Here we see that the user Marshall has his Mobile App and a VVX phone both assigned to himself. He has both phones set to ring. Green coloring of the ring time indicates the device is set to ring. Grey coloring of the ring time indicates the device is not set to ring. The above is an example where the SanTrac Virtual Dial Phone App is set to ring for 15 seconds, while the desk phone is set to ring for a full thirty seconds.

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Time Routing

Here the user has decided that during Business hours, they would like their calls to ring on the app for 15 seconds and ring their desk phone for 30 seconds. Once the Time Routing toggle is switched on, there is an "Outside Timeframe" option that will appear. This setting defines where to send calls to this user outside of the selected hours.

In the example above we can see that the timeframe starts at 9am, and ends at 5pm with Saturday and Sunday both selected for Outside. This means that on the days that have the toggle enabled (set to 'Inside'), the devices will ring as configured between the selected hours only. If this user is called on a day with the toggle disabled (set to 'Outside'), or the call time falls outside the defined hours on days where the toggle is enabled, the call will be sent to the "Outside Timeframe" route. Every part of this can be configured by you to fit your needs!

Note: If you have multiple devices assigned to you and the FMFM feature is not turned on, all devices will ring simultaneously when your extension is dialed.

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Making Calls

Whether you've dialed a number with the keypad, used a Quickdial entry, or tapped the dial key on your directory, the In-Call screens may have some options here that you will want to utilize. Let's explore the options available while in a call.
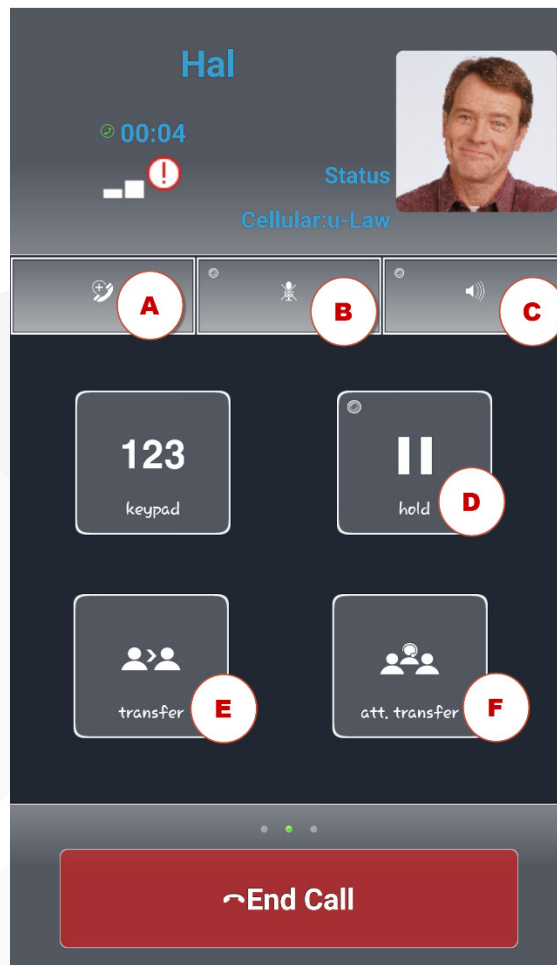
A: Add call – Will allow you to conference in a third party into your active call.

B: Mute – mute your microphone.

C: Speakerphone
D: Hold – This will use the Music on Hold file set within your Portal. Contact your account administrator about adjusting this file.

E: Transfer Call – Send your active call to another phone number or extension. This is a **Blind Transfer**.

F: Attended Transfer – After using the Add Call option, you can then do an attended transfer to remove yourself from the call and leave the remaining parties on the line together.

! : The Exclamation icon shown here indicates that your Cellular or Wi-Fi connection is weak and thus you may experience call quality issues. If on your cellular network, try going onto Wi-Fi to alleviate this.

Scrolling
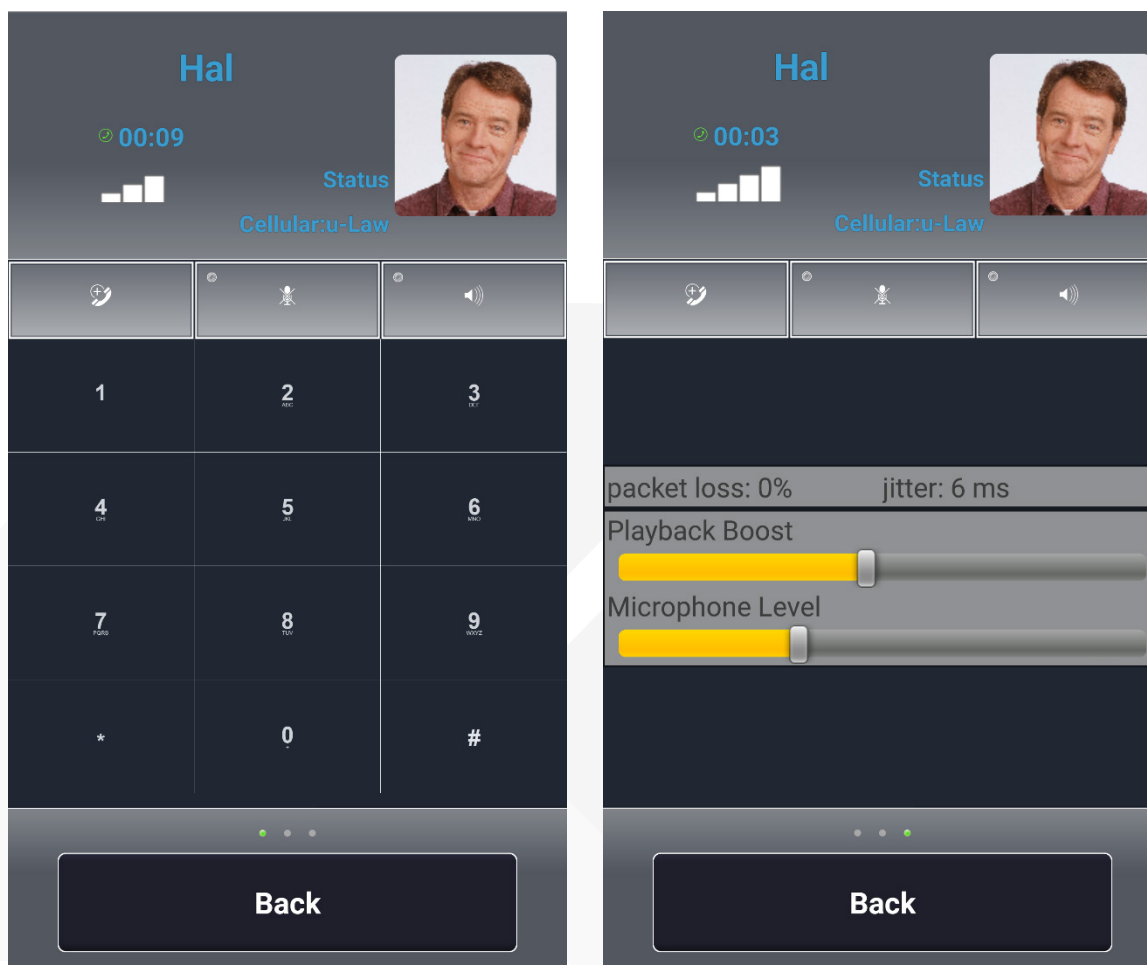
Scrolling left while on the call will open your Keypad back up.

Scrolling to the right on a call will show you details on the call itself, as well as present to you the volume control options.

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Click2Call Browser

Click2Call is a plugin specifically for the Chrome browser that enables a portal user to make calls direct-ly from their browser. In Chrome terminology, this is a browser extension. Once it is installed the user will enjoy the ability to connect to any phone number they browse upon by simply clicking on it. Click2Call will make the connection to the number through the user's Atlas portal with a designated device belonging to the user.

Acquiring and Installing the extension is done in the same action. Once you find the extension, clicking on it will install it to your browser.

You find the extension in one of two ways:

1. Click this direct link to the extension where it resides in the Chrome Extension Catalog: DOWNLOAD

2. Visit the Chrome extension catalog and locate it there.

   o To access the Chrome extension catalog, click on the three vertical dots that are located to the far right of the browser at the same level as the URL bar.

   o In the resulting menu, select "Settings"

   o On the settings screen, to the left is a vertical menu with "Extensions" listed among the menu options. Click it.

   o On the Extensions screen, at the bottom of the page, below the list of extensions you may have already installed is a link to "Get More Extensions." Click it.

   o Now you should be in the Chrome extensions catalog. Here you can search for the exten-sion by entering some keywords (suggestions:) in the search box located in the top of the catalog control panel that occupies the left of the page.

Using the Extension

Once installed the Click2Call presence will be represented by a little phone icon in the top right of the browser window. It will be directly to the right of the URL bar. The icon will be red or green depending on the state of the extension.

• Red - signifies that the extension is not logged in, or there is problem preventing the plugin from functioning.

• Green - Signifies that the extension is logged in and functioning.

If the Click2Call icon is red - Clicking on it will present you with the login interface as this is your first order of business after installing the plugin. You cannot utilize the plugin in any way if it cannot log into your portal.

Do so simply by clicking on the phone icon. A dialog box will be revealed that requires:
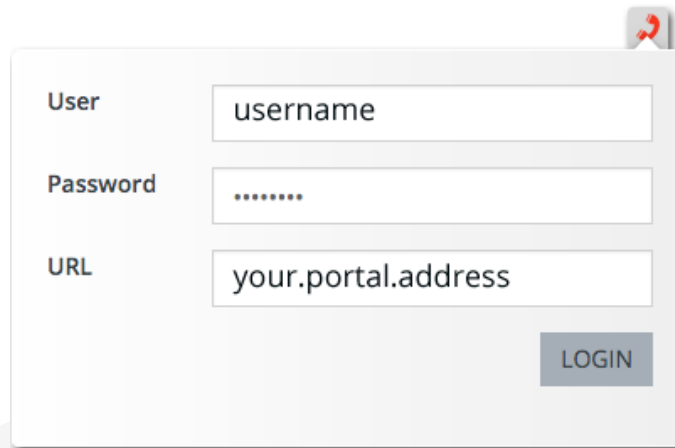
User - The portal user. This user must be simple user enabled; meaning that the user must have simple user role enabled and an associated device user.
Password - The password for the portal user.
URL - The branded portal address. This must have SSL certification. If your portal is not SSL certified, login will fail.

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Login Button - Once the user credentials and URL are entered, click this button and the extension will be able to access the user portal.

With the Click2Call icon in a green state, you are all systems go. The browser is now extended to include these capabilities:

- The extension scans the current webpage for telephone numbers and converts them to clickable links.

- Clicking on a phone number link initiates a connection to the number through the user portal and with the user's chosen device.

- Clicking on the Click2Call icon itself will reveal a dialogue box giving you access to the rest of theClick-2Call features.

The Click2Call Dialog Interface After Login

Top center of the dialog is the logout option. Immediately under it, listed in a horizontal menu are the feature panels of the plugin. Under the menu is the feature set of the current panel. When the dialog is open for the first time after login, it will default to the Home panel; otherwise it will default to the panel which you've accessed last.

Log Out: To disconnect the extension from your portal, click the log out text.
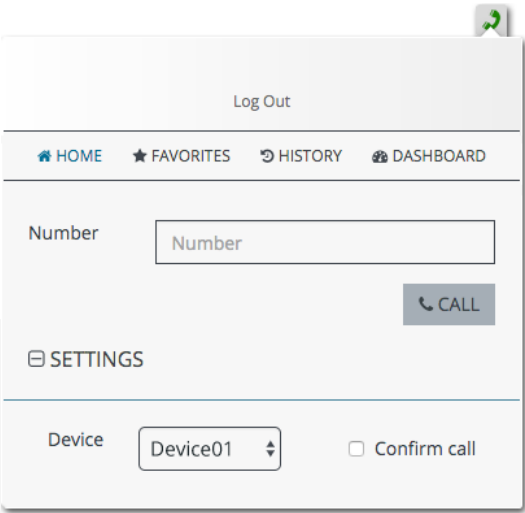
Home Panel

- **Phone number entry box (unlabeled):** Here you can type or copy and paste a phone number that you wish to call.

- **Call Button:** Associated with the phone number entry box is a call button. With a phone number entered into the box, clicking on the call button will attempt to connect to the number provided.

- **+Settings:** Clicking this will extend the bottom of the plugin dialog to reveal advanced settings for the plugin

  o **Device selector:** This is a round-robin type selector that contains all devices belonging to the user that are currently registered. The selection here sets the default device the plugin will use when connecting calls.

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Confirm Call: Click the checkbox to toggle this feature. Enabled is indicated by checkbox: full. When enabled the user is asked for confirmation before click2call makes and calls.
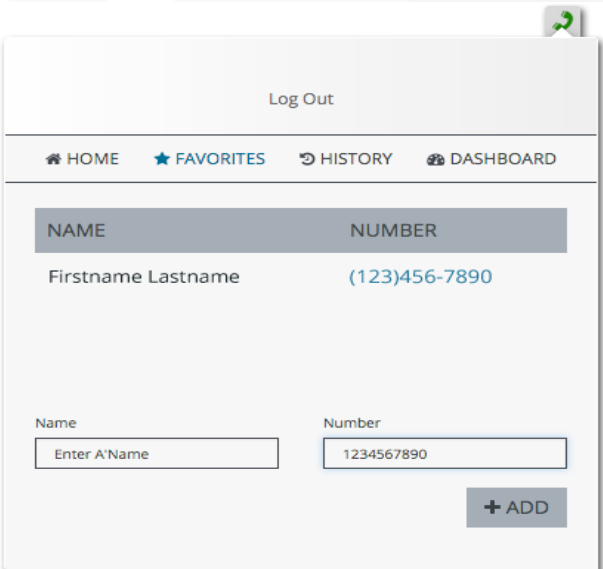
Favorites Panel

Here is kept a table listing of any numbers that the user has deemed necessary to remember. The table is scrollable. It lists entries by Name & Number. Under the table is the ability to add more to the listing.

- **Name:** An arbitrary name for the entry. It can be anything the user needs to identify the number.

- **Number:** This expects an entry of phone number format or string of 10 digits.

- **+Add Button:** On click this will save entries for Name & Number and add them to the listing.
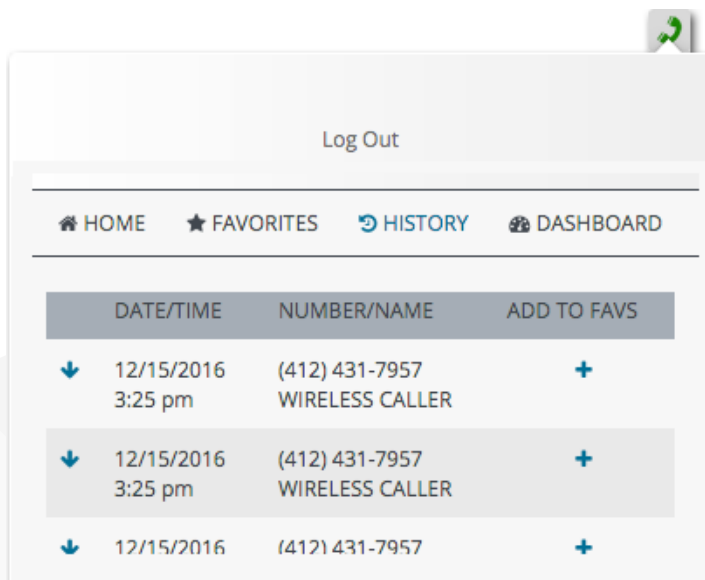
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History Panel

Here is kept a table listing of the last 20 calls the user has made. It lists entries by time/date, number dialed, and device used.

Dashboard

Click this to open a new browser tab containing the user's dashboard

Caveats

10 failed logs in attempts will add the user's IP address to the blacklist. Additional attempts to log in will get a "You have been blocked. Please contact your system Administrator" response. If the portal user is not setup properly as a simple user, the login will fail with a response of "Your user does not have permissions to use this feature".

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How To Use Voicemail

Accessing Voicemail Settings

Most functions in this article require you to access your Voicemail Settings. There are three ways to do so, each for a different means of access.

1. **Access via one of your assigned devices**. These are devices that are assigned to your extension number. This is the simplest means of access

    • Dial ****** plus **your assigned mailbox number.** Example: **1234

    • You will be prompted for password/PIN; enter PIN followed by **#** sign.

    • You will be prompted to **(1)** Listen to New Messages, **(2)** Review Saved Messages, **(5)** Change Settings; dial **(5)** for Voicemail Settings

2. **Access via an on-network device that is not one of your assigned devices**. These are devices that are of your company network, yet not assigned to you.

    • Dial *star code* ***97**

    • You will be prompted for a mailbox number; enter your mailbox number followed by the **#** sign.

    • You will be prompted for password/PIN; enter PIN followed by **#** sign.

    • You will be prompted to **(1)** Listen to New Messages, **(2)** Review Saved Messages, **(5)** Change Settings; dia**l (5)** for Voicemail Settings

3. **Access via an outside line**. This would be any device that is not a device in your company network. For this means of access to be possible, your company phone number must be routed to a menu that has an option for *Check Voicemail*

    • Dial your company number.

    • At the menu, dial the option for *Check Voicemail*

    • You will be prompted for a mailbox number; enter your mailbox number followed by the **#** sign.

    • You will be prompted for password/PIN; enter PIN followed by **#** sign.

    • You will be prompted to **(1)** Listen to New Messages, **(2)** Review Saved Messages, **(5)** Change Settings; dial **(5)** for Voicemail Settings

Setting up your mailbox through the phone

    • Access *Voicemail Settings* as described in **Accessing Voicemail Settings** of this article.

    • After choosing option **(5)** of *Voicemail Settings,* you will be prompted to dial **(1)** Record mailbox greeting, **(2)** Change your name, **(3)** Reset PIN, **(0)** Return to main menu.

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(1) Changing your Mailbox Greeting

- Access *Voicemail Settings* as described in **Accessing Voicemail Settings** of this article.

  1. After choosing option **5** of *Voicemail Settings,* you will be prompted with options.

  2. Dial **(1)** to *Change Greeting*

  3. You will be directed to record your new greeting.

  4. After recording your greeting, you will be prompted to dial **(1)** *save new greeting*, **(2)** *review your new greeting*, **(3)** *re-record your new greeting*.

  5. Once you are happy with your recording dial **(1)** to save it.

  6. Your new recording will be saved and reported as such by the operator. At this point you can hang up, or carry on with operations as listed in the operator prompt.

(2) Record your name

- Access *Voicemail Settings* as described in **Accessing Voicemail Settings** of this article.

- After choosing option **5** of *Voicemail Settings,* you will be prompted with options.

- Dial **(2)** to *record Your Name*

- You will be directed to record your name.

- After recording your greeting, you will be prompted to dial **(1)** *save recording*, **(2)** *review recording*, **(3)** *re-record*.

- Once you are happy with your recording dial **(1)** to save it.

- Your name will be saved and reported as such by the operator. At this point you can hang up, or carry on with operations as listed in the operator prompt.

(3) Resetting your password

Voicemail password can be reset in two ways.

1. Contact your account administrator to have them set the password for you.

2. Connect to your voicemail via phone and reset the password yourself.

   - Access *Voicemail Settings* as described in **Accessing Voicemail Settings** of this article.

     1. After choosing option **(5)** of *Voicemail Settings*, you will be prompted with options

     2. Dial 3 for *Reset Password* (PIN)

     3. You will be prompted to enter new password followed by the **#** sign

     4. You will be prompted to re-enter new password followed by **#** sign to confirm

     5. Your new password will be saved, and reported as such by the operator. At this point you can hang up, or carry on with other operations as listed in the operator prompt.

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Checking your voice mail from an outside phone

- For this means of access to be possible, your company phone number must be routed to a menu that has an option for *Check Voicemail*

- Dial your company number.

- At the menu, dial the option for *Check Voicemail*

- You will be prompted for a mailbox number; enter your mailbox number followed by the **#** sign.

- You will be prompted for password/PIN; enter PIN followed by **#** sign.

- You will be prompted to dial **(1)** Listen to New Messages, **(2)** Review Saved Messages, **(5)** Change Settings.

- Dial **1** to review your voicemails

- Reviewing your voicemail(s) - per voicemail

    - Dial **(2)** to repeat current voicemail

    - Dial **(1)** to save current voicemail

    - Dial **(7)** to delete current voicemail

    - Dial **(0)** to return to main menu

Voicemail to email

This is a feature set by a switch that is just under your email on the simple user dashboard. It is simply set to ON or OFF.

- **ON** - With this feature ON, any voicemails received will emailed to the email address(es) provided on the voicemail box in addition to the device user. The voicemail itself will be an mp3 attachment to the email. The email body will give the time/date and the to/from numbers. Voicemails may or may not be deleted after this process depending on the **Delete After Notification** setting determined by your account administrator.

- **OFF** - With this feature OFF, no such translation or email will occur. You will manage your voicemail messages in the traditional way.

Delete After Notification is a setting governed by your account administrator. It is a simple ON/OFF switch that is only relevant if **Voicemail To Email** is **ON**. Contact your account administrator to have this feature set accordingly.

- **ON** - With DAN set ON, voicemails that are translated to text and emailed will then be deleted from voicemail server after emailing.

- **OFF** - With DAN set OFF, no deletion will occur. You will have to manage your voicemails manually. Voicemails will be left on the voicemail server until you delete them or until they expire.

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Voicemail to Voicemail

To send a voicemail from one device to another, follow the steps below:

• Access your voicemail using any of the methods above

• While listening to a message you would like to send, press 3

• You will be prompted to enter the mailbox number of the recipient

• You will then need to leave a Leading Message for the recipient.

• Press Pound (#) to finalize the transmission.

Dashboard Voicemail

As a simple user, you can access voicemail from your dashboard. You can listen, save, and delete your messages from a simple, elegant interface.

o   Located on the right side of the dashboard under --*Quick Call*-- is --*My Voicemail*--.

o   If there are any voicemail messages in your mailbox, there will be a plaque for each under the --*My Voicemail*-- header.

o   If there are no messages in your mailbox, there will be nothing under the header.

o   Clicking on a plaque will reveal options for that message.

    o   Clicking on the little phone icon in the top-left corner of the plaque will queue --*Quick Call*-- up for a call to the message source.

    o   There will be buttons to **Unread**, **Save**, and **Delete** the voicemail message.

        o   Unread - marks the message as unread

        o   Save - will keep the message in queue

        o   Delete - will remove the message and delete it from the server

o   There will also be a mini media player interface provided to listen to the message.

VoIP Codes

VoIP Feature Codes can be toggled ON/OFF at the Account level for each of your customers. These are the defaults on all accounts.

ACTION	DESCRIPTION	DIAL
Enable Call Forward	Turn call forwarding on	*72
Disable Call Forward	Turn call forwarding off	*73
Toggle Call Forward	Flip call forwarding on or off	*74
Update Call Forward	Change the number forwarding goes to	*56
Park and Retrieve	Park and Retrieve a call. IE. Blind Transfer to *31 to Park. Call *31 to Retrieve.	*3
Valet	Valet park a call. System will announce the parking slot number.	*4
Retrieve	Retrieve a Valet-parked call. *51 followed by slot number. IE. *5100	*5
Check Voicemail	Call *97 to check voicemail box.	*97
Direct to Voicemail	Send call directly to voicemail. IE. Blind Transfer to **101	**
Intercom	Place an intercom call. *0 followed by the extension number. IE. *0101	*0
Privacy	Make an anonymous call. *67 followed by the number. IE. *678005551212	*67
Enable Hot Desking	As a device user, log into a phone and take it over	*11
Disable Hot Desking	As a device user, log out of the hot-desked phone	*12
Toggle Hot Desking	As a device user, log in or log out of a phone (depending on your current state)	*13
Direct Pickup	Pick up call ringing another user. *8 followed by the user extension. I.E *8100	*8
Dynamic Call Recording	While on a call press *1 to start a recording and *2 to stop a recording	*1 / *2

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Phone Guide For End Users

Instruction in this article is intended to be non-phone specific. Therefore, it speaks of functions rather than buttons and soft-keys, and it will avoid detailed reference to specific phone's display elements. This article's purpose is to give you direction on how to perform certain general phone operations without referring to the specifics of individual phone interfaces.

Placing a Call

You can place a call using your phone over the handset, speakerphone, or headset.

- To make a call using handset simply pick up the handset and dial the number. You may also be able to dial first, then pick up the handset.

- To make a call using the speaker phone - with the handset on hook, then press the speakerphone function. Once you have dial tone, you can then dial the number.

- To make a call using a headset - press the *New Call* function. Once you have dial tone, you can then dial the number.

- During a call, you can alternate between Speakerphone, Headset, or Handset modes by pressing the appropriate functions, or picking up the handset.

The name of the called party is displayed in the active window on the call screen.
The call duration of active calls is also visible on the call screen.

Answering A Call

A. **When not in another call**, answering a call is as simple as picking up the handset, or pressing the *Speakerphone* function if you wish to communicate via speaker phone, or pressing the *Answer Call* function if you wish to communicate via headset.

B. **When in another call**, and a call comes in it will likely be indicated by a call waiting tone and a flashing signal on the incoming call's corresponding line key. There should also be incoming call information in your phone's screen.

- Press the *Hold* function

- Find the incoming call's corresponding line key function and press it.

- Or select the call via the phone's screen interface and press the *Answer Call* function.

To reject an incoming call, press the *Silence* or *Reject* function.

Ending A Call

Do one of the following:

A. If you are using the handset, press the *End Call* function or replace the handset.

B. If you are using a headset, press the *Headset* function

C. If you are using the speakerphone, press the *Speakerphone* function

D. Press the line key associated with the call (if this behavior has been configured by your system administrator)

Redial

To redial the last placed call from your phone, press the *Redial* function.

Hold

During a call press the *Hold* function to place the call on hold.

To retrieve the call, press the *Hold* or *Resume* function.

If multiple calls are on hold select the call you wish to retrieve by navigating the Phone's screen or by selecting the corresponding call's line key function and pressing the *Hold* or *Resume* function

Forwarding a Call

Call Forwarding is the phone's ability to direct a call to another party. It comes in two flavors. This feature is typically local to the phone, and may be overridden by call server settings. For more information, contact your system administrator.

1. **Static Forwarding** - You can configure your phone to forward all incoming calls.

   • Select the *Forward* function

   • If multiple lines are configured for your phone, select or enter the line you wish to have calls forwarded from.

   • Select the forwarding type:

     ▪ **Always** - All incoming calls will be forwarded.

     ▪ **No Answer -** Only unanswered calls will be forwarded.

     ▪ **Busy** - Forward calls that come in while you are in another call.

   ▪ Enter a number for where to forwards calls. If you selected No Answer, then you may also be prompted to enter the number of rings to allow before the call gets forwarded.

2. **Dynamic Forwarding** - You can forward calls as your phone is ringing.

   • When the phone rings, press the *Forward* function.

   • Enter a number for where to forward the incoming call.

   • Press the *Enable* function

How To Transfer

Transferring a call can be done in one of three ways:

1. **Consultative transfer** - The party to whom you want to transfer the call answers their phone before you transfer the call or hang up. You can consult with them before completing the transfer.

   • During a call, press the *Transfer* function of your phone.

   • Dial the number to which you wish to transfer the call.

- Once you hear the ring back sound or any time after the party answers, press the *Transfer* function to complete the transfer. You may talk privately with the party to which you are transferring the call prior to completing transfer.

- You may cancel the transfer at any time before the call connects by accessing your phone's *Cancel* function.

2. **Blind transfer** - The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.

   - During a call, press the *Transfer* function of your phone.

   - Press the *Blind* function of your phone.

   - Dial the number to which you wish to transfer the call. From this point the call will be connected to the party to which you are transferring.

3. **Attended transfer -** The parties are automatically connected to each other after you exit the conference.

   - Set up a conference call and then end your participation. For more information, see **How To Conference** below

How To Conference

You can create a conference with other parties using the phone's conference function. You can create a conference at any time between an active
call and a call on hold (on the same or another line. While in a conference, your phone's display will be populated with Conference related and functions.

Setting Up A Conference

- Call the first party

- Press the Conference function of your phone

   o The active call is placed on hold

- Call a second party

- When this party answers press the Conference function to add them to the conference.

- Repeat the following per person you wish to add to the conference.

1. Press the Conference function to add another party.

   o All members in conference will be placed on hold.

2. Dial the next party member.

3. Press Conference function again to add them to the conference.

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Conference Management

Conference management is a capability granted to the person setting up the conference. With conference management, you can view all parties in a
conference call; you can also add, hold, remove, and mute specific conference participants. These functions are only available on certain phones.

To manage a conference, you will simply press the *Manage Conference* function of your phone. Your phone display will populate with Conference Management related elements and functions.

- **Add** function - use the *Add* function to add members to the conference. Once the add function is accessed, adding members to the conference is the same as described above in **Setting Up A Conference**. Note: The *Add* function will only be available if you can add members to the conference. Your system administrator determines the maximum allowed participants in a conference.

    o   Dial the party member

    o   Once the party answers, press the *Conference function.*

    o   Repeat for each person you wish to add to the conference.

- **Mute** function - a muted party member can hear all parties in the conference, and no party can hear the muted party.

    o   To mute a party, select the party and press the *Mute* function.

    o   To unmute a party, select the party and press the *Unmute* function.

- **Hold** function - A party member on *Hold* cannot hear the conference, nor can any parties in the conference hear them.

    o   To put a party on Hold, select the party and press the *Hold* function.

    o   To return the party to the conference, select the party and press the *Resume* function.

- **Remove** function - Use the *Remove* function to remove a party from the conference.

How To Park Calls

You can create a call park in the portal by using the value of *31 for park 1, *32 for park 2, park *33 for park 3 and so on.

- While on the phone with a user press the park key and the call will be transferred to the park 1 orbit.

- To retrieve the parked call simply press the park key to retrieve the parked call.

- If the user does not have a park key but wants to retrieve a parked call they may dial *31 to retrieve the call.

- If the user does not have a park key and wants to place a call on park they may press blind transfer and dial *31.

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Glossary

VOIP: Voice Over Internet Protocol is a category of hardware and software that enables people to use the Internet as the transmission medium for telephone calls.

Caveats: a warning or limitations. In this case 10 failed attempts to the user dashboard will add the users IP address to the blacklist.

Click To Call: is a plug in from the Chrome browser that enables portal users to make calls directly from the browser.

Dynamic CID: this is a feature that enables a user to change their caller ID on a call to call basis.

Find Me Follow Me: Receive incoming phone calls at any location or on different telephony devices.

Cryptographic Key: is a string of bits used by a cryptographic algorithm to transform plain text into cipher text or vice versa. This key remains private and ensures secure communication. A cryptographic key is the core part of cryptographic operations.

SSL Certificate: are small data files that digitally bind a cryptographic key to an organization's details and allows secure connections from a web server to a browser.

URL: is the address of a World Wide Web page.

VVX Phone: are Desktop Phone series that provide a unified voice and video communication experience for executives, knowledge workers and call attendants in organizations of all sizes.