

Transparent VoIP User Manual

Please note: All directions are from the Home Screen where the Time and Date are displayed

ADDING A CONTACT TO YOUR DIRECTORY

1. Press the **Directory** soft key
2. Press the **Add** soft key to add a contact
3. Enter a contact name in the Name field and contact number in the corresponding field
4. Press the **Save** soft key to accept the change

ADDING A CONTACT FROM YOUR CALL HISTORY

1. Press the **History** soft key
2. Use **Up** or **Down** buttons to highlight the desired entry.
3. Press the **Option** soft key, and then select Add to Contacts from the prompt list
4. Enter the contact name
5. Press the **Save** soft key to accept the change

ANSWERING AN INCOMING CALL

When your phone is ringing

- a) Pick up the handset
- b) Press the speaker key
- c) Press the **Answer** soft key below the phone display

Please note: When selecting the **Answer** soft key during an existing call, the first call will automatically be placed on hold.

BLACKLISTING

- a) To blacklist a number dial ***30** and press the **Send** soft key. Follow the prompt to enter the phone number you wish to blacklist.
- b) To blacklist the last caller dial (after you hang up the call) Dial ***32** and press the **Send** soft key. Follow the prompt to confirm your blacklist addition.
- c) To remove a blacklisted number dial ***31** and press the **Send** soft key. Follow the prompt to remove a number from the blacklist.

BLIND TRANSFER

1. While on a live call press the **Transfer** key
2. The caller will be placed on hold and begin listening to hold music
3. Dial the extension or phone number you want to transfer the call to
4. Press the **Transfer** soft key to complete the blind transfer

CALL HISTORY

1. To view your call history press the **History** soft key.

a) Use the arrow key and **OK** buttons to navigate through your history.

Please note: You can also select **OK** to call back or press the **Options** soft key to get call details such as duration, add to Contacts, edit info, blacklist contact or Delete.

CALL FORWARD

1. Press the **Menu** soft key
2. Select Features-> Call Forward.
3. Select the desired forward type:

a) **Always Forward**----Incoming calls are forwarded unconditionally.

b) **Busy Forward**----Incoming calls are forwarded when the phone is busy. No Answer

c) **Forward**----Incoming calls are forwarded if not answered after a period of time.

4. Enter the number you want to forward to.
5. Press the **Save** soft key to accept the change.

CALL PICKUP

1. When there is an incoming call, dial *8 and press the **Send** soft key to pick up another extension's incoming call

CHANGE YOUR RINGTONE

1. Press the **Menu** soft key
2. Select **Basic** settings
3. Select **Sound**
4. Select **Ringtones** and choose a desired ringtone
5. Select **OK**

CONNECT TO BLUETOOTH HEADSET / PAIR HEADSET

1. Press the **Menu** soft key
2. Select **Basic**
3. Go down to **Bluetooth**
4. Make sure Bluetooth is turned **ON**
5. Make sure Bluetooth headset is turned **ON** and in pairing mode
6. Press the **Scan** soft key
7. Select your Bluetooth headset
8. Press the **Connect** soft key to connect your headset

SWITCH TO HEADSET

1. Press the **Headset** function key
2. The **Headset** function key will turn green
3. To disable press **Headset** function key
4. The **Headset** function key light will turn off

CONFERENCE CALL

1. During an active call, press the **Conference** soft key. The first party is now placed on hold.
2. Enter the number of the second party, then press the **Send** soft key.
3. Once the second party has answered your call, press the **Conference** soft key again. All parties are now joined in the conference.
4. Hang up or press the **End Call** soft key to disconnect all parties.

Note: You may split the conference call into two individual calls by pressing the **Split** soft key. You may also swap callers using the **Swap** soft key (when using the **Swap** soft key the system will automatically place the other caller on hold).

DELETING AN ENTRY FROM CALL HISTORY

1. Press the **History** soft key
2. Press the **left** or **right** button to switch between All, Missed, Placed, Received and Forwarded call lists.
3. Press the **up** or **down** button to select the desired entry
4. Press the **Delete** soft key to delete a number or extension from your call history

DND (DO NOT DISTURB)

1. To enable or disable DND press the **DND** soft key
- The DND icon on the idle screen indicates that the Do Not Disturb mode is enabled.
Please note: Incoming calls will be rejected automatically to voicemail and "# Missed

Call" will prompt on the display screen.

FOLLOW ME

a) To enable follow me dial ***21** and press the **Send** soft key. Follow ME is now **activated** prompt will play.

b) To disable follow me dial ***21** and press the **Send** soft key. Follow ME is now **deactivated** prompt will play.

Please note: Your mobile number must be registered to your extension. You can do this by emailing your name, phone number, extension, and mobile number to

help@transparentvoip.com

INTERCOM (extension to extension intercom)

1. Dial ***4** followed by the desired extension or quick key configured on your phone and press the **Send** soft key

(using the quick key on your display does not require use of the **Send** soft key)

2. The extension dialed will hear a notification beep and then your voice.

If that extension is on an active call the intercom will be sent to a busy signal.

Please note: Intercom groups with multiple recipients may be created upon request.

Please contact help@transparentvoip.com for details.

MUTING A CALL

While on an active call

a) Press the **Mute** function key

PARKING A CALL

1) During an active call press the **Park** button on your phone. The caller will be automatically placed on **Park 1**. If **Park 1** is not available the caller will be placed on the next available **Park 2, Park 3, etc.** This will be indicated by the **Park #** light switching from green (available) to red (caller placed on park).

2) To pick up the parked call, from any phone within your office, press the **Park #** key where the caller was placed.

Parked calls not answered within 45 seconds (this time can be adjusted, if needed contact Transparent VoIP) will ring back to the original extension who parked the call.

PLACING A CALL ON HOLD

1. During an active call, press the **Hold** button. The call is now on hold.
 - a) If there is only one call on hold, press the **Resume** soft key again to retrieve the call.
 - b) If there is more than one call on hold, press the **Up** or **Down** button, select the desired call then press **Resume** soft key.

PLACING A CALL

- A.
 - 1) Pick up the handset or press the Speaker key and dial the desired number
 - 2) Then press the Speaker key or **Send** soft key

OR

- B.
 - Enter the desired number and
 - a) pickup the handset
 - b) press the **Speaker** key
 - c) press the **Send** soft key below the phone display

POWER INDICATOR LED LIGHT

- a) If the phone's LED indicator is **Fast Flashing Red**, that means the phone is ringing or the network is disconnected.
- b) If the phone's LED indicator is **Slow Flashing Red**, that means the phone has received a voicemail or you have a missed call.

REBOOT PHONE

1. Press the **Menu** soft key
2. Select **Basic** settings
3. Highlight **Reboot**
4. Select the **OK** soft key to reboot the phone

RINGTONE VOLUME / CALL VOLUME

- a) To raise or lower your ringtone volume press the - or + button located towards the bottom of your phone.
- b) To raise or lower the volume of a call press the - or + button located towards the bottom of your phone while your handset is off-hook or on an active call.

TRANSFERRING CALLS (Attended transfer)

1. While on a live call press the **Transfer** soft key.
2. The caller will be placed on hold and begin listening to hold music.
3. Dial the party you want to transfer the call to.
(Note: A call can also be transferred to an extension or 10 digit external number)
4. You will be connected to the second party to announce the transfer.
5. Press the **Transfer** soft key again to complete the transfer.
6. If the receiving party does not want to accept the call, they can press the hang up. The original call will then be sent back to you. Press the **Resume** soft key to retrieve the call.

SYSTEM RECORDINGS

1. To record a system recording dial the given code from Transparent Voip (from your call flow diagram) on your office phone
2. Enter your password (default 1234)
3. Press * to re-record the existing audio
4. Record your message (for best result use your handset in a quiet location, DO NOT RECORD USING SPEAKERPHONE)
5. Once you're finished press # to save the recording

VIEW MISSED CALLS

1. Press the **History** soft key
2. Press the **left** or **right** button to switch between All, Missed, Placed, Received and Forwarded call lists.
3. Press the **up** or **down** button to select the desired entry

VOICEMAIL SETUP

a) To initially set up your voicemail, press the **Message** key on your phone (default password is 1234)

1. Once logged in, Press **0** for Mailbox Options
2. Please record your Unavailable Greeting (**option 1**)

Note: You may also access your voicemail from any internal desk phone by dialing ***98** and the **Send** soft key

b) To set up your temporary greeting press the **Message** button

1. Press **0** for mailbox options
2. Press **4** to manage your temporary greeting
3. Press **1** to record your temporary greeting or Press **2** to erase your temporary greeting.

c) To change your voicemail password press the **Message** key on your phone.

1. Press **0** for mailbox options
2. Press **5** to change your voicemail password
3. Enter desired password followed by the **#** key

LISTEN TO YOUR VOICEMAIL

a) To listen to your voicemail press the **Message** button

1. Enter your voicemail password (default 1234)
2. Press **1** to listen to new messages
3. Press **2** to listen to your old messages
4. Press **7** to delete this message.
5. Press **8** to forward the message to another user then enter the desired extension to forward the message to.
6. Press **9** to save the message
7. Press the ***** button or **5** to replay the message

LISTEN TO YOUR VOICEMAIL FROM OUTSIDE OF THE OFFICE

1. Dial your office phone number.
2. Once you reach the voicemail greeting press the ***** key. You will then be prompted to enter your password.
3. Follow the prompts to access your voicemail.