Welcome to Hosted VoIP!

DIALING INSTRUCTIONS:
- To dial in the building make sure to dial all 7 digits (NOTE: You do not have to dial 9)
- To dial local outside the office just enter the 7 digit phone number
- For Long Distance dial 1 + Area code and the 7 digit phone number

OPTIONAL FEATURE CODES:
- Call Forward: * 108 then enter the phone number. (turn off # 108)
- Speed Dial Programming: Press *142 (Hit the “SD” button of choice), enter the phone number and Press #.
- Personalize Labels— Press Home, Options and Settings, Application Settings, Personalize labels, then scroll to a button and press “Edit”.
- Ringtones— Press Home, Options and Settings, Screen and Sound options, Personalized Ringing

VOICEMAIL:
To Login to a New Messaging Voice Mail Box for the First Time:
A. Press your Voice Mail Button.
B. Key in the default password of 3695123 # (Use This Password This Time Only!) You will be asked to key in your new password which must be at least 7-digits in length. You will enter this new password a second time to confirm it.
C. Speak your Full Name, Press # to Stop Recording.
D. Press 1 to Approve or Press 2 to Re-record.

Record and Activate Personal Greeting:
A. Press 1 to Record Greeting.
B. Press 1 for Personal Greeting.
C. Record greeting and Press # when finished.

To Retrieve Messages That Others Have Left For You:
A. Press Message Button. Enter your password and #, then Press 1

OUTSIDE VOICEMAIL ACCESS
Dial your personal office phone number. When you reach your voice mail, press * * and follow the prompts to retrieve your messages.

http://spiritproductsupport.com/user-guides
Answering and making a call

Answering a call
Answer an incoming call in one of the following ways:
- If you are not on another call, lift the handset, or press Speaker to answer using the speakerphone, or press Headset to answer using the headset.
- If you are on another call and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press Answer or OK. If you are on another call and the telephone does automatically display the incoming call, you can press Ans Hold to automatically put the first call on Hold when you answer the new call. Alternately, you can press Ans Drop to automatically drop the first call when you answer the new call.

Making a call
1. Lift the handset, or press Speaker or Headset (if applicable) or a line button for an available line.
2. Dial the number you want to call.

Making a call using edit dialing
Edit dialing works just like making a call on your cell phone - just start entering the number without hearing a dial tone. Using the Bksp softkey, you can backspace to "edit" the number before actually dialing it.

Putting a call on hold
1. Press Phone to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press Hold.
4. Press Resume or the line button of the held call to retrieve the call.

Transferring a call
1. From the Phone screen, if the call to be transferred is not already active (highlighted), select the line on which the call to be transferred appears.
2. Press Transfer.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press Complete or OK.
4. Press Drop.

Conference calls

Setting up a conference call
1. From the Phone screen, select your active call.
2. Press Conf.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
4. When the person answers, press Join or OK to add the person to the existing call.
5. Press Add and repeat these steps to add another person to the conference call.
6. Press Drop at any time to drop the last person added to the conference call.

Adding a person on hold to a conference call
1. From the Phone screen, select your active call.
2. Press Conf, or Add if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press Resume to take the call off hold.
5. Press Join to add the person to the conference call.

Dropping a person from a conference call
1. From the Phone screen, select your active call.
2. Press Details.
3. Select the person you want to drop.
About Features
Your administrator may also place selected features on softkeys on the call appearance (Phone) screen. For more information about what features and options are available for your extension, contact your system administrator.

Accessing the Features menu
1. From the Phone screen, scroll right to access the Features menu.
2. Scroll down to see the features that have been administered for your extension.

Send All Calls
1. From the Phone screen, scroll right to access the Features menu.
2. Select SendAllCalls.
3. Press Select or OK to turn Send All Calls on or off.

Contacts
Note:
If you press the Contacts button and nothing happens, your system administrator has disabled the button and its functionality.

Searching for a contact
1. Press Contacts.
2. Using the dialpad, start typing the name for which you want to search.
3. Press Call to call the person or press More then Edit to edit contact information.

Calling a person from the contacts list
1. Press the Contacts button.
2. Select the person or primary number you want to call.
3. Locate the contact you want by starting to type the person's name as it is listed.
4. Press Call or OK.

Adding a new contact
1. Press Contacts.
2. Press New if this is your first contact list entry, or press More then New if you already have entries in your contact list.
3. Enter the name using the dialpad.
4. Select the next field.
5. Enter the telephone number and press Primary if applicable.
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
8. If you have another number for this contact, scroll down and repeat Steps 5 - 7.
9. Press Save or OK.

Editing a contact
1. Press Contacts.
2. Search for and select the contact you want to edit.

Call History
Calling a person from call history
1. Press the History button.
2. Scroll to the left or right to view a separate list of all, un-answered, answered, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.
5. Press the Call softkey or the OK button.

Adding an entry from the call history to your contacts list
1. Press History.
2. Select the number you want to add to your Contacts list.
3. Press +Contact.
4. Edit the name and telephone number, if necessary.
5. Press Save.

Changing the display language
1. Press Home.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Screen & Sound Options.
5. Press Select or OK.
6. Select Language....
7. Select a display language.
8. Press Select or OK.
9. Press Yes to confirm the selected language.