HELLO!

How may we help you?

101
101
101
Page
History

12:40 pm
Tue Apr 21
John Smith
Directory
DND

Park 1
Park 2
Park 3
1 2 3
Menu

1
2 ABC
3 DEF

MESSAGE HEADSET

User Guide Topics at a Glance

We're Glad You're Here.

Welcome to the SpectrumVoIP family! We've designed the easiest-to-use, most streamlined digital phone system available. Have a question? This at-a-glance guide offers brief explanations of our basic features.

If you still need help, getting it is a snap. Our technical support team, located in Dallas, is a call away-just dial **469.429.2500.** In addition, youcan email us with less immediate needs at **support@spectrumvoip.com** and expect a timely response. It's really that easy.

If you prefer to see how it's done with your own two eyes, we're pleased to offer a series of training videos to familiarize you with the SpectrumVoIP system. You can access these online anytime at:

https://support.spectrumvoip.com

Technical Resources... We've Got You Covered.

A quick scan of our knowledgebase at
https://support.spectrumvoip.com can help you find fast answers to
the most common questions about your SpectrumVoIP service. For
additional assistance, call our technicalsupport team at
469.429.2500.

ANSWER A CALL
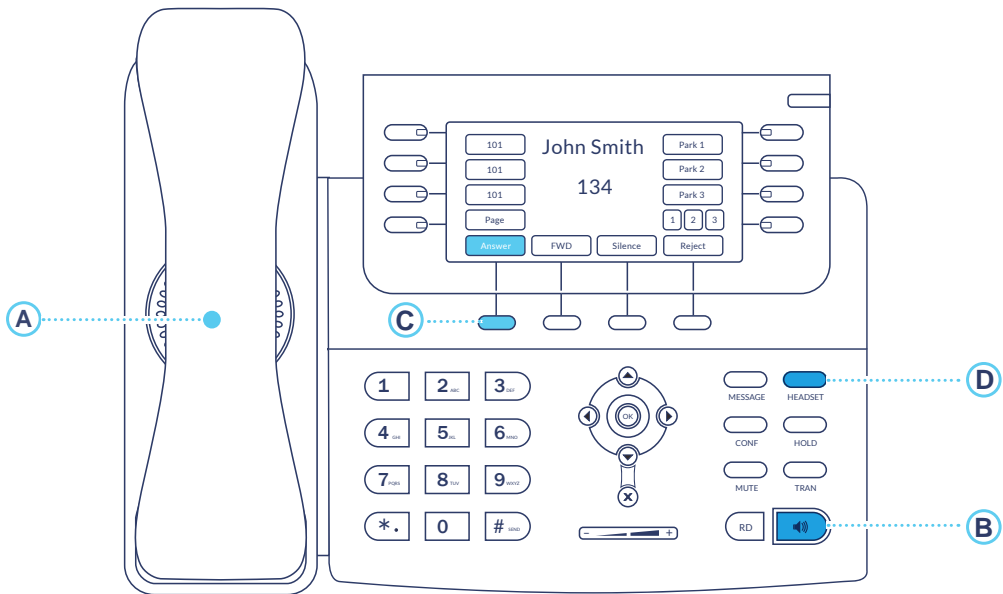
Use one of three ways to answer calls:

HANDSET

Pick up the **Handset** (A).

SPEAKER PHONE
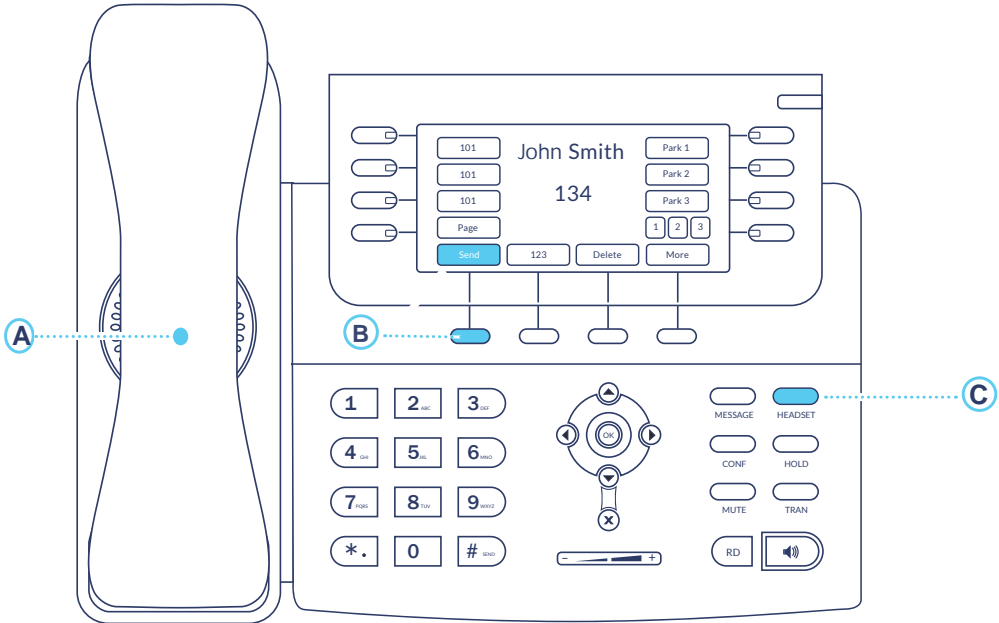
Press the **Speaker Phone** button (B) on the phone or the **Answer** button (C) on the screen.

HEADSET

Press the **Headset** button (D). If the **headset** light is already illuminated, press the **Answer** button (C) on the screen.

DIAL A CALL

Dial your SpectrumVoIP phone just like you would your cell phone.

First, enter the number or extension you would like to call. **Include the area code, even for local calls.** Then, use one of the following to connect:

HANDSET

Pick up the **Handset** (A) .

SPEAKER PHONE

Press the **Send** button (B) on the phone.
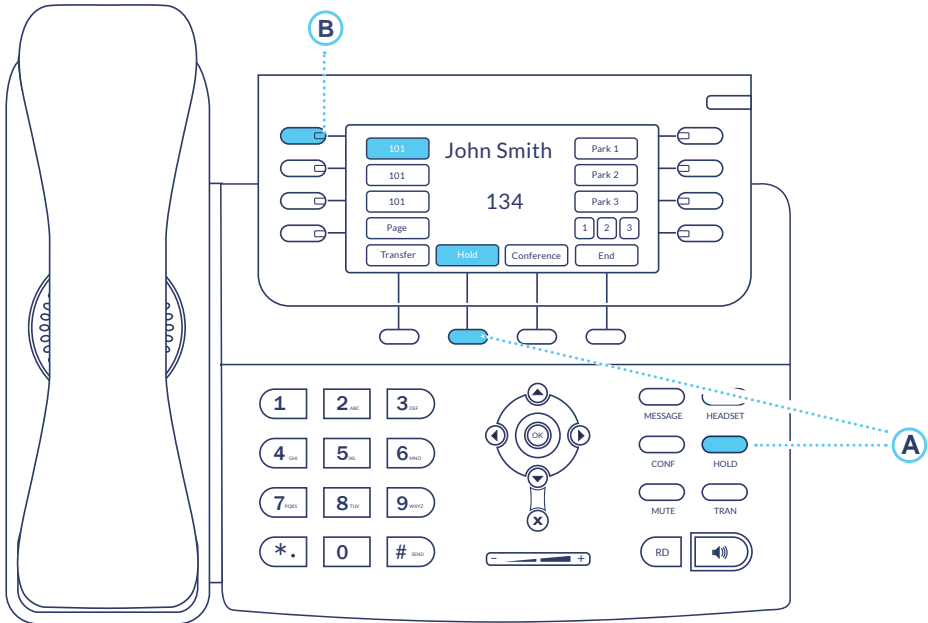
HEADSET

Ensure the **headset** light (C) is illuminated, then press
the **Send** button (B).

PLACE A CALL ON HOLD

On hold calls are private and can only be picked up on the same phone.

- While on a call, press the **Hold** button (A) on the phone or the **Hold** button on the screen.

....

- To return to the held call, either press the **Blinking Line** button (B), or press the **Hold / Resume** button (A) again.

TIP: Pressing another line key automatically puts your current call on hold.

TRANSFER

BLIND TRANSFERS (UNANNOUNCED)

· Press the **Transfer** button (A) to initiate (this automatically places the call on hold).

· Enter the destination number or press a speed dial button.

· Press the **Transfer** button (A) a second time, or hang up, to execute the transfer.
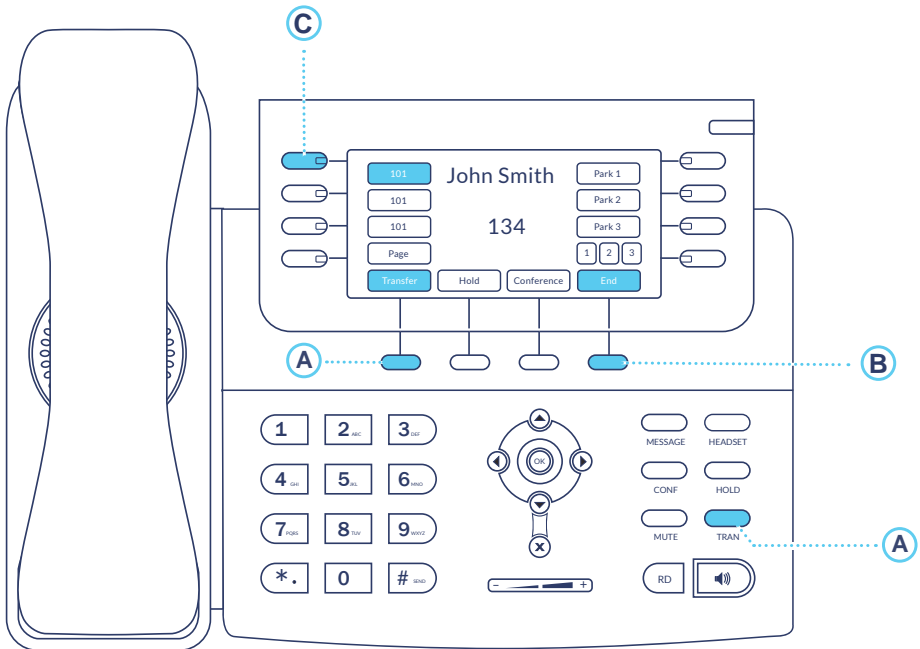
ADVANCED TRANSFERS

SUPERVISED TRANSFERS (ANNOUNCED)

A Supervised Transfer allows you to brief the receiving party on the call before you transfer it to them. You can also cancel the transfer and go back to your caller if the destination is not available to take the call.

• Press the **Transfer** button Ⓐ to initiate (this automatically places the call on hold).

....

• Enter the destination number or press a speed dial key. Wait for the call to connect – this allows you to speak with the party to whom you are transferring and announce the call to them.

....

• Press the **Transfer** button Ⓐ a second time, or hang up, to execute the transfer.

....

• To cancel the transfer, press the **End Call / Cancel** Ⓑ and then the **Flashing Line** button Ⓒ to return to the original call.

TRANSFER DIRECTLY TO VOICEMAIL

• Press the **Transfer** button Ⓐ to initiate (this automatically places the call on hold).

....

• Enter 03 + the extension.

....

• Press the **Transfer** button Ⓐ a second time, or hang up, to execute the transfer.

TIP: You can even transfer calls to an external number, such as a cell phone.

PARKING (PUBLIC HOLD)

The parking feature is ideal for when you are trying to send a call to an individual who is not at their desk. This feature works well when paired with a paging system to announce who is on hold, and the park number to pick up the call.

To Park a Call:

• Press any idle (green) **Park** button (A).

• To retrieve the parked call from any phone press the corresponding **Park** button (A) .

PICK UP

The pick up feature is used to answer another ringing phone.

• Press the blinking red status button next to the user that you would like to pick up.

**Note: Only the blinking red status buttons are available to pick up. Solid red indicates an active call, while solid green indicates an idle call.

TIP: When a call is parked the park button will light red (A).

CONFERENCE CALLING / 3-WAY CALLING

The SpectrumVoIP conference call feature makes it easy to connect two callers and yourself for a group conversation.

- While on a current call, press the **Conf / Conference** button Ⓑ beneath the phone screen.

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- Dial the extension or outside number with which you wish to conference and wait for the call to connect.

....

- When the third party answers, press the **Conf / Conference** button Ⓑ again to connect all three callers.

....

- If you have active calls on two lines, press the **Conf / Conference** button Ⓑ to join them.
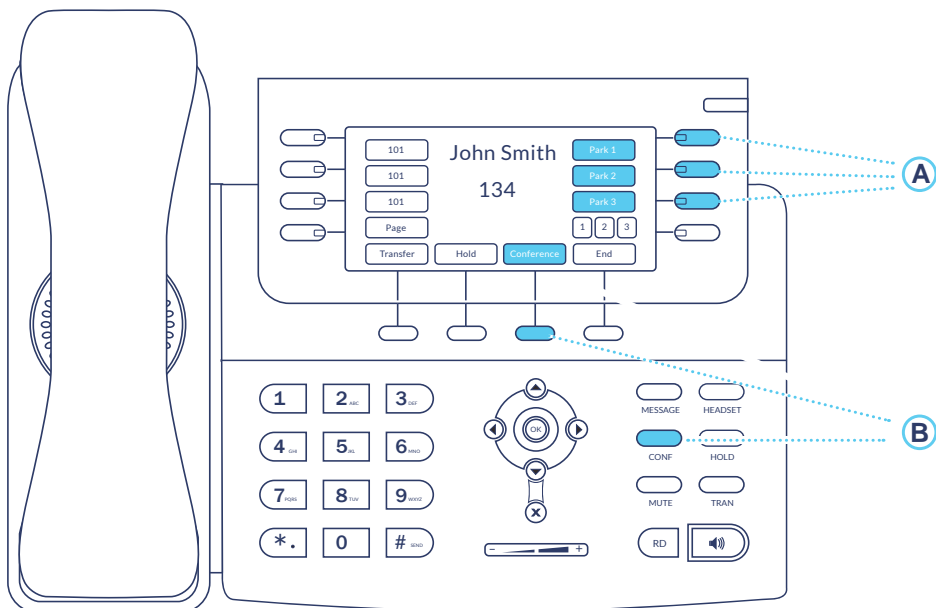
PAGING

This feature allows you to broadcast a message via speaker to all extensions within your SpectrumVoIP system at the same location.

• Press the **Page** (A) button located on the phone screen. Lift the handset and speak to share a message with your office network. Paging is one-way audio only.

INTERCOM

The intercom feature initiates two-way audio to a specific extension.

• Dial 08 + the extension.

• Press the **Send** button (B) or pick up the handset. The receiving party will hear a beep.
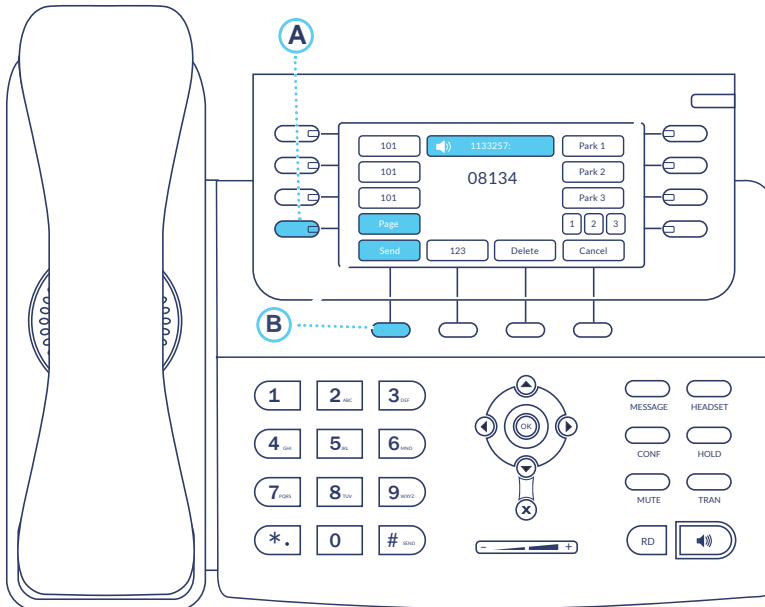
CALL FORWARDING

Calls can be forwarded at the user level in the web portal, or with the phone using the following method. You can forward your extension to another extension or to an external number.

· Dial ＊72 + external number or internal extension.

· Press the **Send** Ⓑ button. Listen for the audio cue "call forwarding always".

· Your calls will be forwarded to the alternate destination.

CANCEL CALL FORWARDING

When you wish to discontinue call forwarding:

· Dial ＊73 from your SpectrumVoIP phone.

· Press the **Send** button Ⓑ . Listen for the audio cue "call forwarding is now disabled".

TIP: To avoid excess noise after a page announcement, press the end call key prior to cradling the handset.

VOICEMAIL FEATURES

**Note: The first time you access voicemail, the system will require you to record your voicemail greeting.

RECORD VOICEMAIL GREETING

• Press the **Message / Envelope** button (A) or dial **5001**.

• Enter your voicemail password (1478 is the default voicemail password), followed by the **#** button (C).

• Dial **6** for the greeting menu.

• Press **1** for the first greeting. Follow the audio prompts to record your message.

CHECK VOICEMAIL

• Press the **Message / Envelope** button (A) or dial **5001**.

• Enter your voicemail password (1478 is the default voicemail password), followed by the **#** button (C).

• Follow the prompts to listen to your messages.

CHECK VOICEMAIL REMOTELY

• Call in to your extension so that you hear your voicemail greeting.

• Press the **✱** button (B).

• Enter your voicemail password (1478 is the default voicemail password), followed by the **#** key (C).

• Follow the prompts to listen to your messages.

CHECK VOICEMAIL FROM CUSTOMER PORTAL

**Note: Your default username and password will be referenced inside the back page of this guide.

· Log in to **http://stratus.spectrumvoip.com** Select the message tab. You can listen to, download, delete, or forward your messages from the customer portal.

VOICEMAIL TO EMAIL

· SpectrumVoIP voicemails are sent to your email by default, enabling you to listen via your computer or smart phone. These WAV files play like any other sound file on your device.
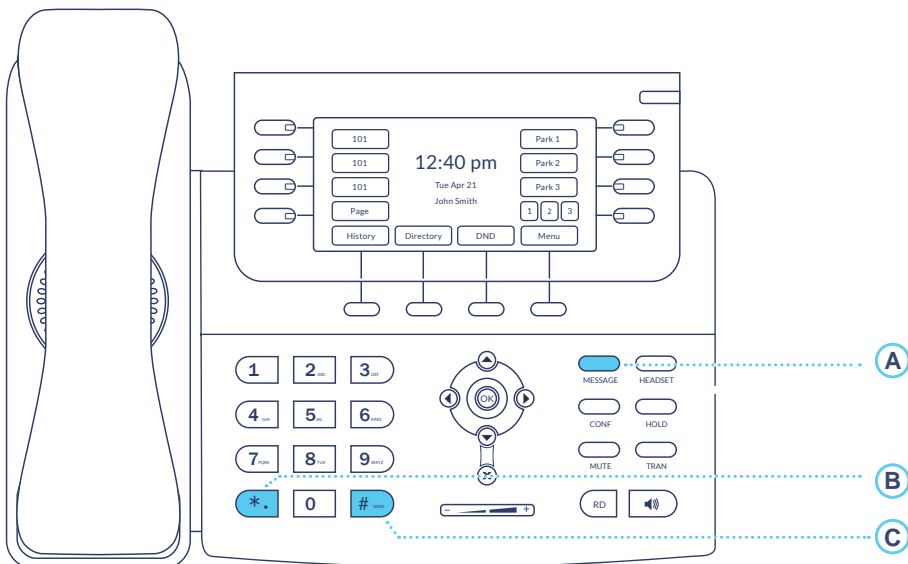
TIP: If you would like your voicemail to be automatically transcribed and emailed to you, contact our technical support team to enable this feature.

CALL HISTORY

Call history is a call log on your phone similar to a cell phone. Calls are sorted by All Calls, Missed Calls, Placed Calls, Received Calls, and Forwarded Calls.
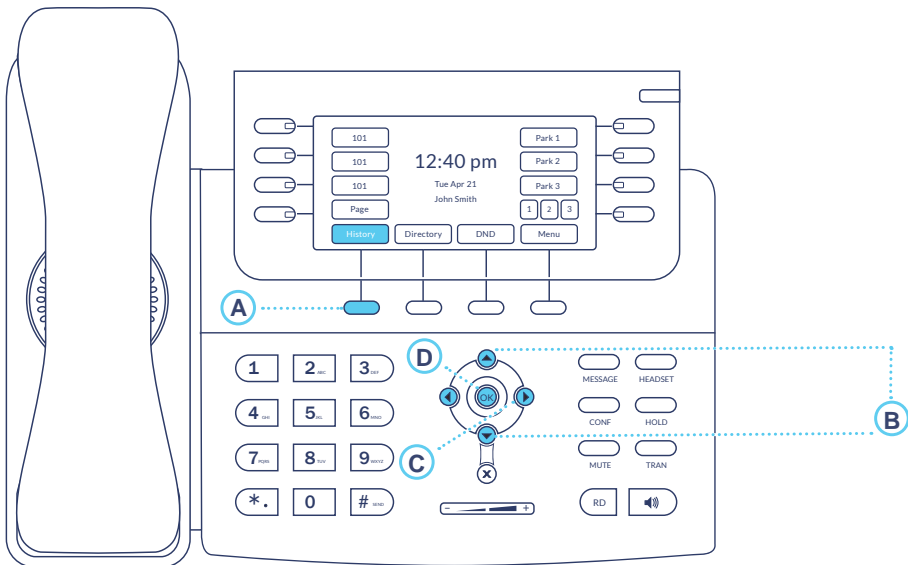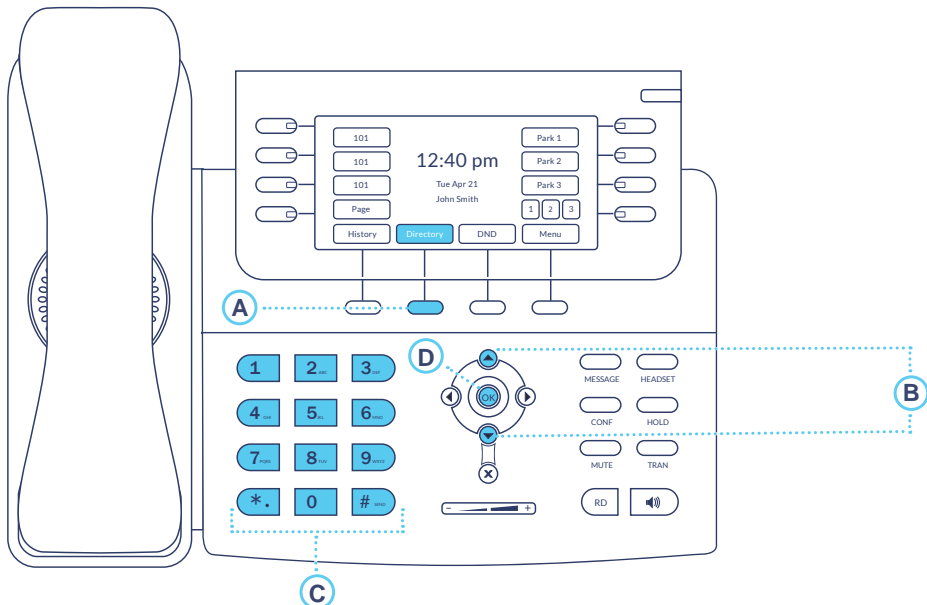

- Press the **History** button Ⓐ.

....

- Using the **up** and **down arrow** buttons, Ⓑ you can scroll through what is displayed on the screen.

....

- Using the **left** and **right arrow** buttons, Ⓒ you can sort by All Calls, Missed Calls, Placed Calls, Received Calls, and Forwarded Calls.

....

- Press the **OK** button Ⓓ to select a call for more details.

DIRECTORY

The directory of the each phone can store up to 2,000 contacts like a digital rolodex. The directory can group contacts by categories for simplified searches.

· Press the **Directory** button (A).

· Using the **up** and **down arrow** buttons (B), you can scroll through your directory entries.

· By using the **number pad** (C), press the button that corresponds to the letters in the contact name for quick searches..

· Press the **OK** button (D) to select a contact to call.

TIP: Send a spreadsheet to our technical support team to have a global directory uploaded to each phone.

Still have questions?

While this user guide strives to provide comprehensive insights into your phone system, we understand that questions will arise. Never fear, help is only a phone call away. Our trained technicians are here to help. **469.429.2500** or **support@spectrumvoip.com**