UCCLOUD End User Guide

Communications Technologies, Inc.

Notices

Contents

1   Introduction

Welcome to your new phone!

This document describes the features of your phone.

This guide will help you get up and running with your new phone as soon as possible. It tells you how to use your phone and the more commonly used features.

- Chapters 2 to 8 outline the most common tasks that you will carry out when using your new desk phone, including

  - making internal and external calls
  - answering calls using either the handset or speakerphone
  - setting up call forwarding using your handset
  - accessing your messages through the voicemail system
  - moderating and taking part in conference calls.

  These chapters also describe some more advanced call handling features, such as

  - putting calls on hold
  - transferring calls
  - conferencing a third person into a two-way call
  - parking calls.

  You should familiarize yourself with these chapters first so that you can begin using your phone as soon as possible.

- Appendix B can be used to record information that you will need frequently when using your phone system, such as phone numbers, codes and conferencing information.

If after referring to this guide you're still having problems with your CTI UCCloud phone system then please contact your administrator.

2   Making calls

2.1   Internally

To call another person in your business, lift the handset and dial the other person's extension. This is typically a 3, 4 or 5 digit number, and may begin with #.

Note that depending on your phone type and configuration, the call may not complete automatically once you have finished dialing. For example, you may need to hit the **OK** or **Confirm** key (snom phones) or the **Dial** key (Aastra or Polycom phones) once you have dialed the number.

If you dial someone using an intercom code, your telephone system may be configured to show you the name of the person you are calling once their line starts ringing so that you can check you have dialed the right code.

2.2   Externally

To call a number outside of your business, lift the handset and dial the phone number. Depending on your phone system you may need to dial a code at the beginning of the phone number to indicate you are making an external call.

Note that depending on your phone type and configuration, the call may not complete automatically once you have finished dialing. For example, you may need to hit the **OK** or **Confirm** key (snom phones) or the **Dial** key (Aastra or Polycom phones) once you have dialed the number.

2.3   Emergency calls

In an emergency lift the handset and dial the emergency number for your locale, for example 911. If you need to dial a code when calling an external number, you will also need to dial that code before calling the emergency number.

Note that depending on your phone type and configuration the call may not complete automatically once you have finished dialing. For example, you may need to hit the **OK** or **Confirm** key (snom phones) or the **Dial** key (Aastra or Polycom phones) once you have dialed the number.

Depending on the configuration of your telephone service, making an emergency call may trigger a notification to be sent to someone in your organization to alert them that you have made an emergency call. This may be done to ensure that the emergency services can be directed to the correct location on your business premises or to discourage the making of hoax calls.

2.4   Speaker phone

To make a call using your speaker phone, either press the Speaker key or leave the handset on-hook and dial the number of the person you want to call, followed by the **OK** or **Confirm** key (for example, on snom phones) or the **Dial** key (for example, on Aastra or Polycom phones).

2.5 Ending calls

To end a call replace the handset, or press the **Cancel** key (for example, on snom phones), the **Drop** or **Goodbye** key (for example, on Aastra phones), or the **End Call** key (for example, on Polycom phones).

3 Answering calls

3.1 Using the handset

To answer an incoming call, lift your handset and you will be connected to the caller.

3.2 Using the speaker

To answer a call using the speakerphone, do not lift the handset and instead press the **Speaker** key. (For example, on Aastra or Polycom phones, you can press either the **Speaker** or **Answer** key.)

4   Call Forwarding

4.1   Introduction

Your phone system supports a number of different types of Call Forwarding.

- Immediate (sometimes called Unconditional) Call Forwarding is where all calls are forwarded to a number of your choice. This can either be to your voicemail (which is the default), another extension in your business or an external number.

- Busy Call Forwarding forwards all calls that are received when you are already on the phone.

- No Answer (sometimes called Delayed) Call Forwarding forwards all calls when you do not answer them after a certain delay.

- Selective Call Forwarding forwards calls from certain numbers to another number.

The easiest and most flexible way of configuring call forwarding is using CommPortal. See http://ctiuccloud.com/resource/documents-and-faqs for instructions on doing this. This section provides instructions on how to set up Call Forwarding using your handset.

You will either hear a confirmation tone or an announcement whenever you make a change to your call forwarding settings.

4.2   Immediate, Busy and No Answer Call Forwarding using the handset

4.2.1   Enabling

To use your handset to enable Immediate, Busy or No Answer Call Forwarding dial the access code for the type of call forwarding you want to enable.

For example, to use immediate call forwarding to forward all calls, you would dial ***72**. Depending on the configuration of your phone system this may set up a courtesy call to the number you are forwarding calls to. The system will only enable call forwarding if this courtesy call is answered.

4.2.2   Disabling

To disable call forwarding, dial the disable code for that type of call forwarding.

On some telephone systems, you may be able to dial a single access code to turn off all the Immediate, Busy or No Answer Call Forwarding call services.

4.2.3   Access codes

Table 1: Call Forwarding access codes

Type of forwarding	Enable Code	Disable Code
Immediate/Unconditional	***72**	***73**
Busy	***90**	***91**
No Answer/Delay	***92**	***93**
All services	**n/a**	***94**

4.3   Selective Call Forwarding using the handset

The Selective Call Forwarding feature can be configured by dialing ***63**. This feature provides voice prompts to help you with setting it up.

4.4   Remote access to Call Forwarding

You phone system also supports setting up Call Forwarding remotely using any phone. To use this feature, follow these steps:

6. Dial the remote access to call forwarding number.

7. Enter your full 10-digit phone number followed by **#**.

8. Enter your remote access to call forwarding PIN followed by **#**. Note that this PIN is different from your CommPortal password.

9. Enter the access code of the call forwarding service you wish to configure.

10. If you are enabling call forwarding, the system will then provide a broken dialtone. Enter the number you would like calls forwarded to.

5   Advanced call handling

5.1   Putting a call on hold

You can put a call on hold by pressing the **Hold** key. You may now replace the handset without cutting the caller off. You can also now make another call while the first call is on hold.

To retrieve the call, press the **R** key or the **Hold** key again (for example, on snom phones) or the **Pickup** key (for example, on Aastra or Polycom phones). If you've made another call since you put the first call on hold, you'll need to end that call or put it on hold before you can retrieve the first one, using the arrow keys to select the call to retrieve.

5.2   Call Waiting

If a second call comes in when you are already on the phone, you will hear a tone and the phone screen will display the details of the second caller.

To answer this second call you should either select the **OK** or **Confirm** key (for example, on snom phones) or the **Answer** key (for example, on Aastra or Polycom phones), or press the line key which is flashing. Answering the second call will automatically put the first call on hold. You can toggle between the calls by placing the current one on hold and retrieving the other call.

5.3   Cancel Call Waiting

If you do not want to be alerted to a second call, you can disable Call Waiting for the next call by dialing an access code before making a call. If you have a SIP phone that supports Call Waiting, this access code will disable Call Waiting on the SIP phone.

You can also use the same access code during an active call to cancel Call Waiting. If you are in an active call when Three Way Calling is not activated, you must flash-hook first before you dial the access code. Note that you cannot cancel Call Waiting during an active call if you are using a SIP phone with its own Call Waiting service.

5.4   Transferring a call

To transfer a call, follow these steps:

6. Press the **Transfer** key (for example, on snom or Polycom phones) or the **Xfer** key (for example, on Aastra phones) – this places the current call on hold.

7. Dial the number of the person you want to transfer the call to.

8. If you want to transfer the call before the other person answers, press the **Transfer** key (for example, on snom phones), the **Xfer** key (for example, on Aastra phones), or the **Blind** key (for example, on Polycom phones).

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9. Alternatively wait until the person has answered before completing the transfer by pressing the **Transfer** or **Xfer** key.

5.5　Three Way Conferencing

To conference a third person into a regular two-way phone call, follow these steps.

6. When in a regular call, press the **Conf** key (for example, on snom phones) or the **Conference** key (for example, on Aastra or Polycom phones).

7. Dial the person you want to join your call.

8. Once this person has answered press the **Conf** or **Conference** key again to set up the three way call.

5.6　Parking a call

Parking a call places the call on hold in a "park orbit" so that the call can be retrieved from another phone. Depending on your phone type, there are two ways of parking a call.

6. If you have keys on your phone for parking calls, when in a call press the key of the park orbit where you want the call parked. The call will now be parked and you may now replace the handset.

7. If your phone doesn't have dedicated call park keys, follow these steps:

- Initiate call transfer by pressing the **Transfer** key (for example, on snom or Polycom phones) or the **Xfer** key (for example, on Aastra phones).

- Dial the Call Park access code ***45**.

- Listen to the park orbit number where the call will be parked.

- Complete the call transfer by pressing **Transfer** or **Xfer** again.

If you have keys on your phone for parking calls these keys will indicate via a light or icon when a call is parked against that orbit.

5.7　Retrieving a parked call

Depending on your phone type, there are two ways of retrieving a parked call.

6. If you have keys on your phone for parked calls, pick up the handset and press the key of the park orbit where the call is parked.

7. If you don't have dedicated call park keys lift the handset and dial the Call Retrieve access code ***48** followed by the park orbit number.

- For example, to retrieve a call parked on orbit 1, you should dial ***481**.

5.8   Do Not Disturb

If you don't want any calls to ring your phone, but instead go straight through to your voicemail, you can enable Do Not Disturb.

If you have a key marked **DND** then press this to toggle Do Not Disturb on and off.

If you don't have a **DND** key then you can dial ***78** to turn Do Not Disturb on, and ***79** to turn it off.

6 Voicemail

6.1 Accessing voicemail

When you have one or more unheard voice messages waiting, your phone will display a flashing light.

To listen to your messages log in, either by dialing the voicemail access code *98, or press the Messages or Voicemail key if your phone has one.

The first time you access your voicemail box you will be asked to set up your mailbox, and record your name and a greeting to be played by callers.

6.2 Using the voicemail system

The voicemail system is menu driven, so listen to the voice prompts and then press the keys on your phone to select which option you would like.

Once you become familiar with the system there is no need to wait until the voice prompts have played before pressing a key – you can interrupt the announcements to speed up your experience.

For your convenience, the most commonly used mailbox commands are as follows.

Table 2: Mailbox Commands

To listen to your voice messages from the main menu:	Press **1**
To listen to your other messages from the main menu:	Press **1 1**
To save a message once you've listened to it:	Press **2**
To mark a saved message as new	Press **2 2**
To delete a message once you've listened to it:	Press **3**
To change your mailbox settings from the main menu:	Press **4**
To cancel the current operation:	Press *****
To go back to the previous menu:	Press *****
To finish entering digits, or recording an announcement:	Press **#**

7   Conferencing

The conferencing system allows you to host conference calls with many participants.

7.1   Moderator instructions

Give all the conference participants:

- The date and time of the conference call.

- The conference call number.

- The 6 digit participant code.

To start the conference call, follow these steps:

6. Dial the conference call number.

7. Enter your 6 digit moderator code followed by **#**.

8. If asked, say your name and then press **#**.

The conference call will now be set up.

The account can be configured to either continue the conference or end the conference when the moderator leaves the call.

7.2   Participant instructions

To join a conference call, the participant should follow these steps:

6. Dial the conference call number.

7. Enter the 6 digit participant code followed by **#**.

8. If asked, say their name and then press **#**.

The participant will then be placed into the conference if the moderator has started it. Otherwise, they will be put on hold until the conference starts (they may hear on-hold music while they are waiting). If configured, the conference may start as soon as there are 2 participants, whether or not the moderator is one of them.

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7.3   Moderator commands

The following commands can be dialed from your phone during a conference.

Table 3: Moderator commands

1   Allows you to dial another participant to be brought into the conference. After dialing **1** dial the participant's number followed by **#**.

Once the participant has answered you can press **1** to bring them into the conference, or press ***** to drop the call and return to the conference.

2   Mute or un-mute the moderator.

3   Lock or unlock the conference. When locked no-one else can join the conference.

4   Provide a roll-call of participants.

5   Provide a count of participants.

6   Selects whether announcements should be made when participants join and leave.

7   Announces the name of the last person to join the conference.

8   Turns conference call recording on or off.

9   Mute or un-mute all participants.

01   Record a greeting to be played to participants when they join the conference.

       - You will hear an announcement giving instructions for recording the secondary greeting.

       - Press **2** to start recording. Record the greeting and then press **#**.

       - Press **1** to hear the recording you have just made.

       - When you are happy with the new greeting, press **3** to save it.

*   This command allows the moderator to leave the conference without the call ending. Press **1** to confirm. You may log onto the conference again by following the instructions to start a conference call.

7.4   Moderator web access

When moderating a conference you can use the web interface to view and control the conference. To access this, follow these steps:

6. Point a browser at the web conferencing address https://

7. Enter your moderator and participant code.

8. Select _Submit._

8 Other phone features

8.1 Speed dials

Your CTI UCCloud phone system supports three different sorts of speed dials.

6. Depending on your phone model, keys on your phone can be configured to automatically call certain destinations.

7. Another sort of speed dial is where you dial a short number (1 or 2 digits), which is configured to call a regular extension or phone number.

8. Your phone system also supports Short Codes. These are short (usually 3, 4 or 5 digit) numbers which are speed dials that can be used and are the same on any phone in your business. They are set up by your administrator and you can view them in CommPortal.

8.2 Monitoring other lines

Some models of phones let you monitor the status of other extensions in your business. A key and a lamp on your phone will be associated with that other extension.

- If there is no call in progress on that extension, the lamp will not be lit.

- If a call is ringing on that extension, the lamp will blink quickly.

- If a call is on hold on that extension, the lamp will blink slowly.

- If a call is in progress on that extension, the lamp will be lit solidly.

If you want to answer a call that is ringing on the extension you are monitoring, pick up your handset and press the key for that extension. You will be connected to the caller.

You can also use these keys as speed dials for the other extension. To call the other extension when there is no call in progress on it, pick up your handset and press the key for that extension.

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8.3   Paging

Paging (also known as Intercom) is a feature which allows one phone user to press a key on their phone and for whatever they say to automatically come out of another phone's speaker. The user of that other phone doesn't have to answer their phone. It is often used in an executive/assistant pairing.

If you have a paging key on your phone, then to page the destination, follow these steps:

- Pick up your handset.

- Press the paging key.

- Speak into the phone. Your voice will automatically come out of the other phone.

To finish paging, hang up the phone or release the paging key.

8.4   Account codes

If you have account codes configured on your line then once you have dialed a number which requires a code, you will hear a tone. You will then need to dial a special code before the call is connected.

Your system may use either validated or non-validated account codes. If your system uses validated account codes then you must enter a specific code that has been configured either by your administrator or by you. If your system uses non-validated account codes you can enter any code so long as it is the right length.

If you have account codes your administrator should have explained this to you and told you what codes to use.

8.5   Headset

Most of the models of phones supported by your phone system allow you to connect a headset. This allows you to make and take calls will keeping your hands free for other tasks.

To connect a headset to your phone, turn the phone upside down and connect the headset into the socket marked with the headset icon. To make or answer a call using your headset, press the headset key on your phone.

8.6   Further information

If you want a more detailed description of the operation of your model of phone, please refer to the manufacturer's instructions. The instructions for the supported phones can be found at http://ctiuccloud.com/resource/phones

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11.2 Faxing

Hosted faxing can be accessed via https://myhostedfax.com/fax/index.jsp

B   Quick reference information

Table 5: Quick reference information

Your phone number

Your extension

Code to dial an external number

Access your phone settings online

Conferencing phone number

Conferencing moderator code

Conferencing participant code

Conferencing moderator web access

Remote access to call forwarding number

Your administrator

Your administrator's phone number

For more resources

www.ctiuccloud.com

(636) 537 7200

Hosted Fax

https://myhostedfax.com/fax/index.jsp

(636) 537 7200