EzyVOICE Business Phone Systems

Polycom Soundpoint IP Phone Reference Guide

Call Handling

Make a Call
1. Dial the number.
2. Lift the handset or press the Speakerphone or Headset keys.

Answering a Call
Lift the Handset and answer or press the Speakerphone key for hands free operation.

Redial
Press the Redial key to call a recently dialed number. Select a number using your Navigation Keys (see Navigation Keys).

Ending Calls
To end a call replace the handset.

Call Hold
1. To put a call on hold, press the Hold Key.
2. To retrieve the call, press the Hold Key again

Call Transfer
Consultive Transfer:
1. During the call press Transfer & enter the number to which to transfer the call.
2. As soon as you hear the ring back, press the Transfer key again to complete the transfer.

Blind Transfer:
1. During the call press Transfer
2. Select Blind with your soft keys
3. Enter number you which to transfer & hang up.

Conference Call
1. Call the first party then press Confrnc soft key to place the new call.
2. Call the second party. When the second party answers, press the More soft key and the Confrnc soft key to join all parties.
3. Repeat the same steps to join a third party.

Do Not Disturb
· Enable 'Do Not Disturb' to automatically send calls to voicemail or call forwarding.
1. Press the Menu key, select Features.
2. Press Select to enable Do Not Disturb.
3. Select Menu key to return to idle screen.

Voicemail
· If you have a voicemail waiting the Messages Indicator Light will flash.
1. Press the Messages key.
2. Prompted to enter password, press # and proceed with instructions.

Call Forwarding
· Call Forwarding guarantees important calls will always follow you and find you.
1. Press the Forward key
2. Use the Arrow Keys to choose between always, no answers, and busy and press select.
3. Enter the phone number and press the Enable soft key to confirm call forwarding.

Online Mode | Offline Mode
· You can put the Phone System manually to night mode. It's an option to use on Public Holidays or use in times the phone system is unattended.
1. Dial *280
2. Prompted to enter password, press # and monitor the status displayed on the LCD of your phone.
3. Repeat the same steps to choose the correct mode.

Voice Recording

Contact EzyVOICE technical support to record your own Welcome message and On Hold Messages with your own voice:
1. Dial *732
2. Prompted to enter password*, press #
(this is not your Voicemail password)
3. Prompted to enter ID number*.
4. Start recording after prompt "recording started"
5. Press # when finish recording.
6. Listen to the recording.
7. To save recording, Press 1. To re-record Press 2.
8. Repeat the process from step 3 to re-record.
* Password and ID numbers to be obtained from EzyVOICE technical support

New Registration

Business Name:

Contact Name:

Contact Number:

Address:

Suburb: Postcode:

Email Address:

Drivers License Number:
Attach Drivers License

Phone Numbers:

Phone Lines (for concurrent calls):

Call Rates
Landlines – 15c per call
Mobiles – 15c per min
13, 1300 – 45c per call
Fax2Email – 20c per Fax
See website for more details

Opening Times

Mon :

Tue :

Wed :

Thu :

Fri :

Sat :

Sun :

EzyVOICE is specialized in IP PBX Business Phone Systems. We custom design the PBX with call menus, after hours divers, call options, voicemail, etc according to your company requirement. You will never miss a call.

Advance telephone features you need to manage your every day business calls. Never miss a call again. Amazing call features - Digital Reception - Call Menus - Multiple Extensions - Group hunting - Voicemail to Email - After hours & Holiday Diverts - Call Forward to Mobiles and many more features.

Your PABX Service is managed by a local IT company supporting local businesses for over 10 years.

Request your Demo Today.
Call 03 9005 2010 for more details.
Visit www.ezyvoice.com.au