

# Ancero Utility VoIP Premise User Guide

## Quick Start

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### Making Calls

To make a call you simply dial the number and then press the “Dial” soft key. If you leave the handset docked the call will proceed using the speaker phone, or lift the handset to your ear for a traditional call.

### Answering Calls

You can answer an incoming call by either simply picking up the hand set or pressing the “Answer” soft key on the unit (hint: a “soft key” is one of the buttons directly below your LCD display that corresponds to an action tab on the screen). To release speaker phone mode you can simply pick up the handset or press the speaker button to end the call. To transfer a handset call to speakerphone, Press the speakerphone button and place the handset back in the cradle.

### Rejecting a Call

Pressing the “Reject” soft key whilst the phone is ringing will reject an incoming call. However the behavior varies depending on the source of the call.

An internal call will be immediately directed to your voicemail with the busy message.

An external call that has rung a group of phones will stop ringing the hand set but continue to ring any remaining handsets in the same group. If all handsets have rejected the call then the call will be forwarded to the central voicemail.

### Ending a Call

A call will be ended when the other party has hung up. To end the call yourself either replace the handset in the cradle or press the “End Call” soft key.

### Voicemail

Your Phone will indicate a new voicemail message by flashing the Red message light on the top of the unit. To access your voicemail from your own extension press the *Messages* button to enter the “Message Center”. Here in the Message Center the display will show the number of New, Old, and Urgent messages. Press the “Connect” soft key and you will be prompted for your voicemail password (1+ your extension by default). Follow the voice prompts to listen to, forward or delete your messages. See the voicemail guide for advanced voicemail features.

### Place a call on hold

Pressing the “Hold” soft key at any time during a call will place the other party on hold. The line key light will flash to remind you that you have a call. Once placed on hold the handset can be safely placed in the cradle without rejecting the call. To retrieve a held call simply press the flashing line key, and lift the handset. Alternatively pressing the line number without lifting the handset will resume the call in speakerphone mode.

## Call Lists

When your phone is idle the screen will display the number of Missed Calls on your extension. Please note that if your phone is part of a ring group, then it will show all calls that were answered by someone other than you. To review the missed calls press the *Down Arrow* button (on the directional pad) and then use the up and down buttons below the screen to scroll through them.

For the list of Placed Calls simply press the *Right Arrow* button.

For the list of Received Calls simply press the *Left Arrow* button.

To call back one of these numbers simply Press the "Dial" soft key to call back using speakerphone or lift the handset for a traditional closed call. To exit the list press the "Exit" soft key.

## Redial

Pressing the *Redial* button will redial the last dialed number.

## Advanced Features

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### Attended Transfer of a Call

During a call you wish to transfer to press the *Transfer* button (or the "Transfer" soft key) and dial the number of the extension you wish to transfer to and press the "Send" soft key, once this extension has answered you can talk to them to inform them of the nature of the call. When you place your handset down or press the *Transfer* button (or the "Transfer" soft key) once again your caller will be transferred.

### Unattended Transfer of a Call

During a call you wish to transfer blindly simply press the *Transfer* button (or the "Transfer" soft key) followed by the "Blind" soft key, then dial the number of the extension you wish to transfer to and press the "Send" soft key. Keep in mind, that an unattended transfer once initiated cannot be retrieved. Another shortcut to Unattended Transfers is to dial ## wait for the audible transfer prompt, and then dial the number of the extension you wish to transfer to.

### Transfer of a Call Direct to Voicemail

During a call you wish to transfer to a voicemail box simply press the *Transfer* button (or the "Transfer" soft key) followed by the "Blind" soft key, then dial "\*" plus the number of the extension you wish to transfer to and press the "Send" soft key. Another shortcut to Direct to Voicemail is to dial ## wait for the audible transfer prompt, and then dial "\*" plus the number of the extension you wish to transfer to.

### Answer Another Extension (Directed Call Pickup)

You may wish to answer another extension near you while it is ringing. To do so simply dial "\*" + the extension number you wish to pick up, and then press the "Dial" soft key.

### Call Parking

Call Parking allows you to place a call on hold from one extension, and then pick it up from another. If during a call you wish to park a call dial ## wait for the audible transfer prompt, and then dial 70 and wait to hear the parking space number assigned to your call. To retrieve the parked call from the same (or any other) extension, simply dial the parking space number you were assigned and hit the "Dial" soft key.

## Conference Calls

If you wish to initiate a conference call during an active call, press the *Conference* button (or the “Conference” soft key) to engage another party and form a conference call. The extra party can be either another extension or an external number. Pressing the *Conference* button will put the other members of the call on hold whilst you establish contact with the new conference member. Once you are connected to the next member you can have a private conversation with them before pressing the *Conference* button (or the “Conference” soft key) again to resume the conference call with all the members.

## Answering Multiple calls (Call Waiting)

If during a call another call comes in to your extension or your ring group, the user will be alerted visually on the LCD Display, flashing Line Key light, and audibly through a call-waiting beep. If you wish to take this call simply press the second “flashing” Line Key to place your original call on hold and answer the new call. From here you can toggle the calls by simply pressing the Line Key of the desired call to resume and automatically hold the other party.

## Volumes and Levels

The Volume control below the dial keypad will control all volumes in the following manner.

- Extension on Hook....Ring Volume
- Handset off Hook.....Handset volume
- Speakerphone on.....Speakerphone volume

## Paging mode

Paging mode will utilize the loudspeaker on all speakerphones connected to the system to make an audible announcement. To initiate this feature please contact your support professional.

## Intercom mode

Intercom mode will utilize the loudspeaker and microphone on a selected user to initiate a quick instant push-to-talk (PTT) experience. To initiate this mode dial \*80+the-desired-extension from your phone, and speak after the tone.

## Recording a call

If you wish to record conversations for future reference this may be done on an inbound / outbound, extension, or system level. Please contact your support professional to discuss / enable this feature.

## Accessing another Extension’s Voicemail

To access the voicemail for an extension other than your own, dial \*98. When prompted enter the extension number for the voicemail you wish to access followed by the password for that extension.

## Phone Book (Directory)

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### Calling a number from the Directory

Pressing the *Directories* button and then selecting “Contact Directory” will show the extension’s built in Phone Book. Either using the up down arrow buttons or starting to type the name of the contact you are looking for on the phones keypad will retrieve the number from the directory. Once the correct contact is displayed press the “Dial” soft key to call it.

### Adding Numbers to the Directory

Press the *Directories* button, then select “Contact Directory”, and then press the “Add” soft key (if contacts exist in the directory you will press the “More” soft key followed by the “Add” soft key) and key in the new name and number (hint: number goes in the “Contact” field) to be saved, press the save button and your new contact will be saved. To save a new contact from any Call List simply select the number you wish to add, press the “More” soft key, and then press the “Save” soft key.

Note: When adding contacts to the directory, you will see a “Speed Dial Index” field in the contact details. Depending on the model number of your phone, you may have additional Line Keys and additional spaces on the home screen. You may use this Speed Dial Index feature to populate your “favorites” or most called contacts to your home screen and additional line keys.

### Deleting numbers from the Directory

Call up the number you wish to delete as if you were going to call it. To delete this contact press the “More” soft key followed by the “Delete” soft key.

### Buddy List

The Buddy List is a powerful feature allowing users to see the call status of other inter office users in real time. You may enroll any local extension from your Contact Directory into your Buddy List. To enroll a contact into your Buddy List, simply select the contact in the Contact Directory, select the “Edit” soft key, scroll down to the “Watch Buddy” directive, and use the *right* or *left* arrow buttons to change “Disabled” to “Enabled” then press the “Save” soft key. Directly below extension your line key there are a number of available slots (varies by phone model). A flashing indicator means the extension is currently away and a solid light means the extension is currently engaged in a call.

## User Portal Features

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There are some features available from your computer terminal that adds functionality to your Extension.

### Voicemail Folder

From the default view you can manage and view your voicemail from the browser. This can be a quicker method than collecting voicemail from your extension if there are a reasonable number of messages to deal with. Next to each message there is a play button, pressing this will play the message on your computer speakers (Quicktime is required). Directly next to the play button is a download link should you wish to email or archive this message on your computer. Using the buttons at the top you can delete, move or forward messages.

### Call Monitor

The call monitor view will show all inbound and outbound calls taken by this phone. If the call was recorded (see [\\_ Recording a Call\\_](#) under [\\_ Advanced Features\\_](#)) then there will be a link to playback the message. Clicking the title to each column in the display will sort the calls by that category.

### Phone Features

Under this section you can adjust certain aspects of your phone regarding incoming calls. It is important that you remember what changes have been made here as they can have a significant effect on how the system copes with inbound calls. As a safety measure, calls coming from a ring group (i.e. an external call to the main number) will not be affected by the call forwarding options unless this has been specifically allowed for your extension by the phone system administrator. After changing any settings, be sure to press the update button before moving on to the next page or logging out of the web page.

### Call waiting

This checkbox determines the behavior of call waiting on your extension. With it ticked the system will behave as described in [\\_ Answering Multiple Calls\\_](#) under [\\_ Advanced Features\\_](#). With it unchecked your extension will always divert straight to voicemail when it is busy.

### Do Not Disturb

**Use this option with care!** With this box checked all incoming calls to this extension will be directed to your voicemail. In the event that a call comes into a call group that contains your extension (i.e. an external call) then the call will ring all other extensions in the call group except yours and will only divert to voicemail if your extension was the only available extension left.

## Call Forwarding

Setting an internal or external number here and checking the relevant box will allow you to forward incoming calls that meet the criteria to another number. This can be an internal or external number. If your extension is part of a call group then these settings will not have an effect on calls to the group unless your extension has been given specific authority to affect call group calls by the phone system administrator.

Conditions are as follows:

Unconditional.....All incoming calls will be forwarded

Unavailable.....All unanswered calls will be forwarded

Busy.....All rejected calls will be forwarded

## Follow Me

Follow me is an advanced form of the call forwarding that allows you to route your calls to several internal or external destinations. This is considered an advanced User Portal feature, please contact support before making manual changes.

## Feature Codes

This section provides a reminder for common feature codes on the system, please note that not all features may be enabled by your administrator. Using some of these codes it is possible to adjust your call forwarding features from your extension.

## Settings

From this section it is possible to adjust some user settings for your extension. You can change your voicemail password, select whether you would like your voicemails forwarded to an email address, and select the behavior of voicemail options.

## VoiceMail Setup Guide

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Utility VoIP Premise offers a highly flexible, highly capable voicemail system. Among the features that it offers are:

- Three different types of greetings.
- Notification of new messages through email. The notification message may also include an audio file containing the complete message.
- Ability to organize messages into folders.
- Mailboxes may be password protected.
- Can optionally allow callers to review and re-record messages.

### Types of Greetings

A greeting is a short message that plays before the caller is allowed to record a message. The greeting is intended to let the caller know that you are not able to answer their call. The greeting can also be used to convey other information like when you will be available, other methods to contact you, or other options that the caller can use to receive assistance.

There are 3 types of greetings:

#### Busy Greeting

If voicemail thinks that you are on the phone, the caller will hear your “busy” greeting. Your busy greeting can either be a generic message, like:

- The person at extension number is on the phone.
- Recorded name is on the phone or the busy greeting can be a message that you record.

#### Unavailable Greeting

If voicemail thinks that you are unavailable (e.g. you don’t answer the phone or your phone is not connected to the network) the caller will hear your “unavailable” greeting. The unavailable greeting can either be a generic message, like:

- The person at extension number is unavailable.
- Recorded name is unavailable or the unavailable greeting can be a message that you record.

#### Temporary Greeting

You can also record a temporary greeting. A temporary greeting will always be played regardless of your “busy” or “unavailable” status. This could be used, for example, if you are going on vacation and want to inform people not to expect a return call anytime soon, but you do not want to re-record your busy and unavailable greetings when you come back.

## Folders

The phone system allows you to save and organize your messages into one of five folders:

- New
- Old
- Work
- Family
- Friends

When a caller leaves a message for you, the system will put the message into the “New” folder. If you listen to the message, but do not delete the message or save the message to a different folder, the system will automatically move the message to the “Old” folder.

When you first log into your mailbox, the system will make the “New” folder the current folder if you have any new messages. If you do not have any new messages the system will make the “Old” folder the current folder.

## Directory

The UV Premise Voicemail System also provides a directory of the users on the system. You must record your name in your “Mailbox Options” to enable your listing.

## Leaving a Message in a Mailbox

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If you are not able to answer a phone call, your voicemail will allow the caller to record a message that you can listen to later. The caller will hear a greeting and/or some instructions before being allowed to record a message. The process of leaving a message looks like this:

1. Play the appropriate greeting. See *Types of Greetings* for more information on which greeting will be played. The administrator can control whether a greeting is played or not and can also control whether the busy or unavailable greeting is played (if you record a temporary greeting, the temporary greeting will always be played if the administrator does not turn off greetings).
2. Play some short instructions. Again, the administrator can control whether the instructions are played or not.
3. Play a beep.
4. Record the message, and optionally allow the caller to review the message. While listening to the greeting or the instructions, the caller can press any of the following buttons:
  - “#” Skip the rest of the greeting and instructions and immediately begin recording the message.
  - “\*” Transfer out of the message recording application. Typically used to allow users to access their mailboxes.

After the greeting and the instructions have played the caller will hear a beep and then the system will start recording a message. To end the recording, the caller can hang up the phone or press the “#” button.

If the caller hangs up the phone to end the recording, voicemail will put the message in your “New” folder.

If the caller pressed the “#” button to end the recording and voicemail has been configured to let the caller review the message, the caller will be presented with the following options:

- “1” Save the message.
- “2” Review the message.
- “3” Re-record the message.

If the caller presses “1”, the message will be placed in your “New” folder.



## Accessing Your Mailbox

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### Logging In

There are multiple ways to log into your mailbox.

#### **By pressing a button on your phone.**

Your phone will indicate a new voicemail message by flashing the Red message light on the top of the unit. To access your voicemail from your own extension press the *Messages* button to On your Phone and following the Prompts (if any). If your phone does not have a *Messages* button you may simply dial \*97 and press the "Dial" soft key. Once connected to the voicemail system you will be prompted for your voicemail password (1+ your extension by default). Follow the voice prompts to listen to, forward or delete your messages. See *Listening to Messages* for more information.

#### **By calling your extension from any outside line.**

Call your own phone number and extension from any outside line or mobile, during greeting playback, press the "\*" button and you will be prompted to enter your password to gain access to your voicemail box.

### The First Time You Log In

The first time that you log into your mailbox, please do the following:

- Record your name.
- Record your busy greeting.
- Record your unavailable greeting.
- Change your password.

## Menus

This section contains a detailed discussion of the menus used to access your voicemail.

### Main Menu

The main menu will be the first menu that you are presented with once you have logged in.

- “1” Listen to messages in the currently selected folder.
- “2” Change folders.
- “3” Advanced options.
- “0” Mailbox options.
- “\*” Help.
- “#” Exit from the voicemail system.

### Mailbox Options

- “1” Record your unavailable message.
- “2” Record your busy message.
- “3” Record your name.
- “4” Record your temporary greeting.
- “5” Change your password.

### Recording a Temporary Greeting

If you do not have a temporary greeting set, you will immediately be asked to record a temporary greeting. If you do have a temporary greeting set you will be presented with the following menu:

- “1” Record a temporary greeting. This will allow you to record a new temporary greeting.
- “2” Erase temporary greeting.
- Once your temporary greeting has been erased callers will be presented with either your
- busy or unavailable messages, depending on your status.
- “\*” Return to the main menu.

## Listening to Messages

### The Message Envelope

The voicemail system will play back the message “envelope”. Depending on how the voicemail system has been configured, the message envelope may consist of the following items:

- Position.
- Date and time that the message was received.
- Caller ID information.
- Duration of the message.

Pressing “1” any time during the playback of the message envelope will skip to the message playback. The voicemail system will then play back the message.

### During Message Playback

During the playback of the message, any of the following buttons may be pressed:

- “\*” Rewind the message by 3 seconds.
- “#” Fast forward the message by 3 seconds.
- “0” Pause the message playback. Press any other button to resume playback.
- “1456789” Pressing any of these buttons will halt the playback of the message and perform the corresponding action from the post-message playback options.

### After Message Playback

After the message has been played back, the system will play a prompt and wait for you to press a button:

- “1” Go to the first message in the current folder.
- “2” Change folders.
- “3” Advanced options.
- “4” Go to the previous message in the folder.
- “5” Replay the current message.
- “6” Go to the next message in the folder.
- “7” Delete or undelete the message.
- “8” Forward the message to another user on the system.
- “9” Save the message to a different folder.
- “0” Mailbox options.
- “\*” Help.
- “#” Exit the voicemail system.

## Advanced Options After Listening to a Message

The following buttons may be pressed in the “Advanced Options” menu while you are listening to a message.

- “1” Record a message and send it directly to the mailbox of the person that sent you the current message.
- “\*” Return to the main menu.

## Changing Folders

If you select the option to change folders the system will present you with the following options:

- “0” “New” messages.
- “1” “Old” messages.
- “2” “Work” messages.
- “3” “Family” messages.
- “4” “Friends” messages.
- “#” Cancel the change folder operation.

If additional assistance is needed please contact Ancero Support

[www.ancero.com/support/](http://www.ancero.com/support/)

[support@ancero.com](mailto:support@ancero.com)

1-856-210-5800 extension 1

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