

Introduction

Welcome to Covoda's IP Exchange Managed Service. This guide will help you learn and understand your new communications system. If you have any questions you may send an e-mail to support@covoda.com or call 866-444-8860.

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Hard Buttons vs. Soft Buttons

Throughout this guide you will repeatedly see the terms ‘hard button’ and ‘soft button’ (also known as ‘feature buttons’) and it is important to know the difference.

Hard Button: Hard buttons are the physical buttons on the phone, such as the number pad, the Hold and Transfer buttons, the Options button, Speaker phone and volume control. These are consistent on every phone.

Soft Buttons: Soft buttons are the features you will see on the screen of the phone, such as Line Appearances, Busy Lights, Voicemail, etc. These are customizable and vary from phone to phone based on the needs of the user and the size of the phone. The number of soft buttons available also depends on the size of the phone, there are either 10 or 20 soft buttons available. A minimum of three line appearances plus a voicemail soft button is required for each phone, so a more accurate description would be 6 and 16 soft buttons depending on the phone.

If there is a soft button that you are interested in but do not have on your extension, contact a Covoda representative or send an e-mail to support@covoda.com with your request. All soft-button changes can be made remotely from our office.

Understanding Line Appearances

On the left side of screen on each phone there will be Lines 1, 2 and 3. These are used to make outgoing calls and receive incoming calls.

There are three different states or statuses a line appearance can be in – active/live, not active or on-hold. The screen has a color scheme to identify the state a line appearance is in.

- Clear: Line is not active
- Gray: Line is active (on a live call)
- Black: Line is on-hold

With Covoda there are line appearances instead of physical analog lines. Each phone has a minimum of three line appearances that are independent to that phone. You do not have to worry about getting an open line, having a co-worker on one of your lines or having to wait to make an outgoing call. You can always pick up the phone and have an available outgoing line and will always be able to receive incoming calls, there are no busy signals. If you are on an active call on all three line appearances the next call will go directly into your voicemail box.

Incoming calls will ring to the designated phone as each office desires. There are a variety of ways to cover incoming calls such as hunt groups, automated attendants or one main answering point such as a receptionist.

Understanding Busy Lights

A *busy light* is a soft button that serves three purposes.

- Allows user to see when another extension is on a live call
- Allows user to easily transfer a call to another extension
- Allows user to internally call another extension

Each *busy light* represents one extension. For example, if you have a *busy light* for John Smith at extension 20258 on your phone, that slot on the screen will say “John 20258”. It will turn gray when he is on a line, it will allow you to call John directly and allow you to transfer a call to him (see p. 5 for more information on transferring calls).

Chances are you will have several *busy lights* on your phone, some receptionists may have 15-20 busy lights so they can monitor all extensions and transfer calls to anyone in the office.

How to adjust the volume (of the ringer and the receiver)

The two volume buttons are hard-buttons located on the bottom left of the phone, one with an arrow pointing up and one pointing down. To adjust the volume of the ringer, press the up or down button while the receiver is on-hook. You will hear the phone will ring at it's new volume while you are adjusting it.

To change the volume of the receiver (how loud the person on the other end is while you are on a call) follow the same procedure expect have the receiver off-hook. You may adjust the volume while on a live call.

How to adjust the contrast of the screen

Press the Options hard-button located on the mid-right section of the phone. From there, depending on the model of phone you are using, Contrast Control will be on the first or second page of the screen. If you do not see it on the first page of your screen press the Page Right hard-button one time and you should see it on the screen. Then press the gray vertical button aligned with that slot on the screen to enter the Contrast Control menu.

Once in the menu, use the two black arrows on the bottom of the screen to move the contrast left or right until you reach your desired contrast. Remember to press the save button (bottom left of screen) when finished or you will lose your changes.

How to Change the Ring Tone on your Phone

Press the *Options* hard button on your phone and select Personal Ringing. There are eight different tones to choose from, use the vertical gray buttons on the side of the screen to preview each tone. If you have made a change, make sure to press the Save button on the bottom left corner of the screen.

You cannot download or add custom ring tones.

Checking the Call Log

Your phone features a call log similar to a cellular phone in that it categorizes calls into three areas; missed, answered and outgoing. To view the log, locate the Log soft-button on the bottom right section of the screen. Press the corresponding gray button to enter the log which will always put you directly into the Missed Call section of the log.

From here you can press the Page Left or Page Right hard buttons to scroll through multiple pages of the Missed Call section of the log. Or you can use the horizontal gray buttons below the screen to switch to a different area – answered or outgoing.

If you want to obtain more information on a specific call, press the vertical gray button corresponding with the call you wish to view. Once you have selected a call it will take you to another screen which provides more information such as Name, Number, Date/Time, the ability to add the number to your speed dial, the option to call that number, to delete the record from the log or to return back to the log.

To exit the Call Log, press the Phone/Exit hard-button.

Clearing the Missed-Call Indicator

If a call is not answered the phone will track this data on the upper left corner of the home screen. For example, if you are in a meeting and miss four calls during that time period the phone will read 4x on the screen. To clear that data, simply view your missed called log and exit back out to the home screen.

How to Check Your Voicemail

Most extensions will have a personal voicemail box associated with it. Each phone also has a Message Waiting Lamp located at the top of the phone above the Avaya logo. When a new voicemail has been left this message lamp will turn red until the message is listened to. To check your voicemail, press the *Voice Mail* soft button and enter your password when prompted. Once you have logged in press 1 for new messages and 1 again for voice messages.

NOTE: See attached sheet for a full list of voicemail short cuts and commands.

How to Check Your Voicemail from another Extension or Remotely

To access your voicemail from another extension press the *Voice Mail* soft button followed by *, #. You will then be prompted for your mailbox number which is the same as your 5-digit extension. Then enter your password.

To check your voicemail remotely call 203-672-0394 from line. Then enter your mailbox number and password.

The Three Methods of Transferring a Call

Method 1: Blind/Unannounced Transfer

To transfer a call directly to someone's extension, press the *Transfer* button (hard-button) on the right side of the phone. When *Transfer* is pressed, the incoming call on Line 1 is placed on-hold and you are given dial tone on Line 2. At this point you need to select who you wish to transfer the call to and how you want to do so. If the party has a *Busy Light* on your screen, you may press it and then hang up. If the party does not have a *Busy Light*, you must manually enter their 5-digit extension, then hang up. After this is complete you will see "TRANSFER COMPLETE" appear on the top line of the screen.

Method 2: Pre-announced Transfer

Press the *Transfer* button and then the *Busy Light* or 5-digit extension of the person you wish to transfer the call to. As mentioned above, when this is done the incoming call is placed on hold and you are given dial tone on the Line 2. When you dial the extension of the person you are going to transfer to you the phone will ring on their desk and when the answer the call you will have a private connection with them, the incoming caller is still on hold. At this point you may announce the call, such as "Dave, I have John Smith from Covoda for you, would you like to take the call?" If they say yes, simply hang up and you will see "TRANSFER COMPLETE" on the top of the screen. If they say no, press the gray vertical button next to Line 1 (where the incoming caller is on hold) to go back to the incoming caller. At this point, tell them their party is unavailable and ask if they would like their voicemail (see below).

Method 3: Transfer Directly to Voicemail

Press the *Transfer* button, enter the party you wish to transfer to and then press the *Send to VM* soft-button and hang up.

How to Call an Internal Extension

Press the *Busy Light* of the extension you wish to dial or enter the 5-digit extension if you do not have the *Busy Light* on your screen of the desired extension.

Using Call Forwarding

Call forwarding is controlled via the *Cfwd* soft button. When activated all calls coming to an extension will be forwarded to the desired number. If you do not see a call forward soft button on your extension and are interested please contact a Covoda representative.

1. Press the *Cfwd* soft button, you will hear dial tone
2. Press 9+ the number you wish to forward calls to. It can be a cell phone, land line or another internal extension.
3. You will hear three confirmation tones and the *Cfwd* soft button will turn gray letting you know it is active.
4. To deactivate the forwarding, press the *Cfwd* button again and the soft button will turn clear.

Using the Away Button

If you are leaving the office, in a meeting or do not wish to accept incoming calls, press the *Away* button on your phone. While activated, all incoming calls will ring once and then go into your voicemail box instead of ringing four or five times. Also, if you are on a call and a second call comes into your phone, you can press the *Away* button and the second call will be directed to your voicemail box instead of ringing four times on your phone.

To use the feature, press the *Away* soft button to activate. Press the button again to deactivate it.

How to Answer a Call Ringing on Another Extension

Calls can be answered from other extensions using the *Call Pickup* soft button and a call pickup group. This must be configured by a Covoda representative.

If a call pick up group has been set up and a call rings on another extension, a to-and-from Caller ID will flash on your extension (eg: Joe Smith to John Smith) and the *Call Pickup* soft button will flash on your extension. To answer the call simply lift the receiver and press the *Call Pickup* soft button.

How to Conference Call

To set up a conference call first establish the first party on Line Appearance 1. Once the first party is on the line press the *Conference* hard button, this will put the first party on hold and give you dial tone on Line App 2. Connect with the second party and then press *Conference* again to connect all parties. Repeat the process to add more parties with a maximum of five. If you need larger capacity conference calling please contact a Covoda representative.

How to Redial

Press the *Redial* hard button and the screen will show recent outgoing calls. Use the vertical gray buttons on the side of the screen to select which number you wish to dial.

How to Activate a Night Message

A night message can be used during off hours or holidays to announce that the office is closed. Once a night message is set up, it can be activated/deactivated from any extension that has a *Night Mode* soft button. If you are interested in a setting night message, contact a Covoda representative.

To activate a night message:

- Press *NightMode Act* soft button, you will hear dial tone
- Enter the main 5-digit ext (this will be provided to you)
- Press 2, you will hear three confirmation tones
- Hang up

To deactivate the night message follow the same procedure except press 1 in Step 3.

Setting Up Your Voicemail Box

- Press the “page right” button on your phone one time so you see the “voicemail” option on the screen.
- Press the voicemail button to log in, then you will be prompted for your password. Your initial password is 1234. After you log in you will be asked to select your own 4-digit password. You may select any combination except one that starts with zero. You will have to re-enter the password to verify.
- Next you will record all your personal recordings. When you finish each record, press #. Press 1 to accept your message or 2 to rerecord.
- First is the “Please Hold” greeting.
- Next is your “Name” recording.
- Next is your “Personal Greeting”.
- Let the system cycle to the main menu or press * until it returns to the main menu.
- Press 4 for Personal Configuration
- Press 1 for Greetings
- Press 4 for Optional Greeting 2
- Record Option Greeting 2, it should be the same message as your Personal Greeting.
- Press ** (star twice) to return to the main menu.
- Press 4 for Personal Configuration
- Press 3 to Change Call Handling
- Press 2 to Use Call Handling When Phone Is Not Answered
- Press 2 to Activate Optional Greeting 2
- Press 3 to Activate Optional Greeting When Phone Is Busy
- Press 2 to activated Optional Greeting 2.
- Your voicemail box is now setup, you may hang up the phone.

Other Features – Quick Commands

- After logging in, press 1,1 to listen to new messages
- Press 3,3 to fast forward to the end of a voice message while listening to it.
- Press 7 to delete, 9 to save. You cannot do this while listening to a message, it must be after the message has completed playing. However, you can use the ‘3,3 fast forward message’ in conjunction with this. For example, 3-3-7 will delete a message while in the middle of listening to it.
- To hear time/date the message was received, press 5. The same rule applies as above. To hear the time stamp while in the middle of a message, press 3-3-5.

Voicemail Menu Options and Shortcuts

- Press the **Voicemail** button on your phone's screen
- Enter your 4-digit password when prompted
- Press 1 to check new messages
 - Press 1 to check new voice messages
 - Press 33 to fast forward to the end of the message
 - Press 337 to erase (or press 7 if at the end of message)
 - Press 339 to save (or press 9 if at the end of message)
 - To replay message press 4
 - To get envelope information press 5 (date & time of message)
 - To send a copy press 6
 - *Press 8 for print options (n/a)*
 - Press * to return to main menu
- Press 2 to send a voice message
- Press 3 to search for messages
- Press 4 for personal configuration
 - Press 1 to record greetings
 - Press 1 to record Personal Greeting
 - Press 2 to record Extended Absence Greeting
 - Press 3 to record Optional Greeting 1
 - Press 4 to record Optional Greeting 2
 - Press 5 to record Please Hold Greeting
 - Press 6 to record Your Name
 - Press 2 to change special features
 - For Find Me Options Press 2
 - For Call Me Notifications Options Press 3
 - For Call Notification Options Press 4
 - To Review Options Press 9
 - Press 3 to change call handling
 - Press 1 to use Call Handling after your extension is not answered
 - Press 2 to use Call Handling after your extension is busy
 - Press 3 to review Call Handling set up
 - Press 4 to record announcements
 - Press a number to select which announcement you want to record (1-30)
 - Press 2 to record the announcement
 - Press 5 to manage personal distribution lists
 - Press 9 to change your password
- Press * to disconnect

Recording the Automated Attendant

- Log in to your voicemail account
- From the main menu press 4 for personal configuration.
- From personal configuration, press 5 to record announcements.
- You can record up to 30 announcements
- To record an announcement press the announcement number you want to record (1-30).
- Announcement #1 will be your Welcome Message – after the tone, record your announcement.
- #-1 saves the recording; #-2 allows you to record (or rerecord) an announcement; and #-3 allows you to delete an announcement.
- If you would like, a Covoda representative can record the announcements for you if you do not wish to have your own voice on the announcements.

Below is a sample set up for an auto attendant.

"Thank you for calling Covoda, the leader in broadband communications.

- For Phone Support, please press 1
- For Computer Support, please press 2
- For Sales, please press 3
- For a Directory of Names, please press 4
 - For Joe, please press 1
 - For John, please press 2
 - For James, please press 3
- For the Receptionist, please press 0"