



The
Digital Phone Solution
for Smart Business

Questions? Just call 7-HELP or dial 913-744-3300

Voicemail

Press the **Messages** button on your phone to access your voicemail. To access the voicemail system from an outside phone, simply dial your phone number and press "0" once your voicemail picks up the call or dial your main number and press "9" once the automated attendant answers.

You will hear "Comedian Mail" announced. If you are not calling from your desk telephone, this will be followed by "Mailbox." **Enter your 5-digit phone extension** associated with your voicemail account. (If you are calling from your sipVine phone, you will be recognized by the system and you will skip this step.)

Enter your password when prompted. (The default is 12345.)

You will hear one of the following: "You have no messages," "You have ___ new messages," or "You have ___ old messages."

Follow the voice prompts for further instructions:

Press 1 for new (or old) messages

Press 2 to change folders:

- 0 new messages
- 1 old messages
- # cancel

Press 3 for advanced options:

- 5 to leave a message for another user
- * to return to the main menu

"Press 0 for mailbox options" - **You will want to record option 1 (unavailable message) and option 3 (name) as soon as possible.**

- 1 to record your unavailable message
- 2 to record your busy message
- 3 to record your name
- 4 to record your temporary greeting, e.g. on vacation
- 5 to change your password
- * for help
- # to exit

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Phone Features

For outgoing calls – always dial a “9” first and then the number

To answer an incoming call

- **Lift the handset or press the speaker button**

Features available once on a call:

1. **Transfer a call** – press “**Xfer**” (transfer) and then enter the number you wish to transfer to. Once the party answers, press “**Xfer**” again
2. **Conference in a third party** – press “**Conf**” and then dial the third party. Once they answer, press “**Conf**” again and all three parties will be on the call. Press the “**split**” button and the two outside parties will remain on the call after you hang-up
3. **Mute** – simply press the **microphone** button that has a slash through it to mute your voice to other callers
4. **Hold** – to place a caller on hold, simply press the **hand** button. The caller will then hear soothing music
5. **Recording a Call** – pressing **★1** will immediately start an audio recording of the call. The recording will end once the phone call is ended. An mp3 audio file recording of the call will be emailed to you at midnight Central time

Features available when not on a call:

1. **Redial** – pressing “**Redial**” will bring up a list of your previous outbound calls. Scroll down to highlight and number and simply lift the receiver or press the speaker button to call the number
2. **Personnel Directory** – press the “**dir**” (directory) key to show a listing of all employees and their extensions. Simply highlight the employee and lift the handset or press the speaker button
3. **Call Forwarding** – to forward all incoming calls to a different number, press the “**CFwd**” (call forward) button and enter the internal or outside number. To stop call forwarding, simply press the “**CFwd**” button again
4. **Do Not Disturb** – pressing the “**dnd**” button will put your phone into a “do not disturb” mode. All calls will then go immediately to your voicemail. Press “**dnd**” again to turn off “do not disturb”
5. **Missed Call Listing** – pressing “**miss**” on your phone will bring up a listing of the missed calls. Simply scroll down to the call you wish to dial and lift the handset or press the speaker button.

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