

How to use your new TRUEPBX phone system

End user features & functionality
overview



This guide applies to

- Snom IP Phones (3xx, 7xx, 8xx) series only
- Your phone should look like one of these:



Overview

- Introduction
- Dialing out
- Receiving calls
- Hold / Mute
- Volume control
- Speaker-phone
- Transferring calls
- Conference room
- Voicemail
- Star codes
- Self-troubleshooting
- Support
- Add-ons


Introducing your new VoIP PBX

- Re-think business telecommunications
 - Unlimited expandability
 - Global connectivity
 - Simultaneous ring
 - Feature Rich





Dialing out



1. Enter the phone number of the person you wish to call
2. Then press the green tick 

Receiving calls

Either:

- Pick up the handset when it rings
- Press the the speaker-phone button  + 



Hold & Mute



Putting a user on hold will put them in a call queue and with on hold music.



Muting a user will turn off your phones microphone but keep the user online.

Volume control





- With the handset down you can increase & decrease the volume of the ringer
- With the handset up you can increase & decrease the volume of headset



Speaker-phone & Headsets

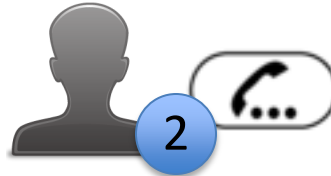


- Press  to switch between the handsets and speaker-phone
- Press  to switch between the handset and headset

Transferring calls – Announced transfer



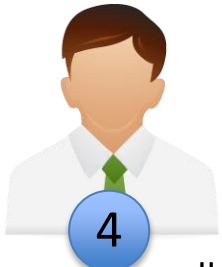
Advise caller A you are about to transfer them to another person (caller B).



Put the current caller A on hold.



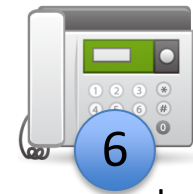
Dial the extension of the person that the call is to be transferred to (caller B).



Announce to caller B that caller A is on the other line



Then to transfer caller B to caller A by pressing the transfer key

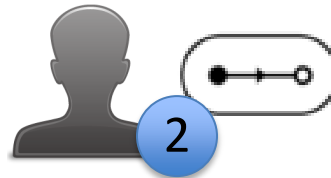


Hang up your handset.

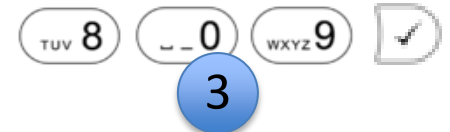
Transferring calls – Blind transfer



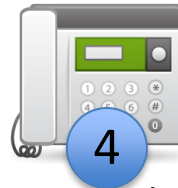
Advise caller A you are about to transfer them to another person (caller B).



Press the transfer button




Dial the extension of the person that the call is to be transferred to (caller B).



Hang up your handset.


Conference room

- Each party in the conference will need to dial into the conference room:
 - Press *53 or 
 - Alternatively call the external conference room number assigned at provisioning time




TRUECOM

Voicemail

- When you first dial into your Voicemail you will be prompted to record your name.
- To access your Voicemail
 - Dial 8 + *Your Extension*
 - Press the voicemail button 



Star codes

Making Calls

- Redial *66
- Call Return *69
- Intercom¹ *90

Transferring Calls

- Transfer² *77
- Call Park³ *85
- Call Park Retrieve³ *86
- Call Pickup³ *87

Anonymous Calls

- Block CID (Activate) *67
- Block CID (Deactivate) *68
- Block Anonymous Calls (Activate) *88
- Block Anonymous Calls (Deactivate) *89

Call Forwarding

- Hot Desking *70
- Call Forward All (Activate)² *71
- Call Forward All (Deactivate) *72
- Call Forward Busy (Activate)² *73
- Call Forward Busy (Deactivate) *74
- Call Forward No Answer (Activate)² *75
- Call Forward No Answer (Deactivate) *76
- DND (Activate) *78
- DND (Deactivate) *79
- Forward Calls to Domain Accounts *80

VoiceMail

- Send Voicemails as Emails (Activate) *95
- Send Voicemails (Deactivate) *96
- Go to Voice Mail *97
- Record New Greetings *98
- Clear the Message Indicator *99

Call Center

- Agent Log In³ *64
- Agent Log Out³ *65
- Call Barge In¹ *81
- Teach Mode¹ *82
- Listen In¹ *83

Cell Phones

- Retrieve Call from Cell Phone *51
- Send Call to Cell Phone *52
- Call Cell Phone from Extension¹ *00
- Conference *53

Miscellaneous

- Show Account Balance *61
- Wakeup Call *62
- Request Call Details *63
- Clean up an Extension *84
- Add to White List *91
- Add to Black List *92
- Record ON⁴ *12
- Record OFF⁴ *13

Self-troubleshooting

- Phone & hardware
 - Is one handset or all handsets?
 - Check Ethernet and power cables
 - Power cycle all equipment
- Carrier
 - Are you suffering audio issues? How often does it occur?
 - Can you repeat the problem?
- PBX
 - Which part of your PBX is not correctly working?



Support

- Call Us:
1300 018 647 - Option 2 (Support)
- E-mail:
 - support@truecom.com.au
- Wiki:
 - <http://wiki.truecom.com.au/>

Add-ons

- Phone etiquette training courses
- Professional voice overs
- Telephone headsets
- Secretary expansion modules
- Advance call handling patterns
- Extra handsets for home and travel
- Unified Communications (Click to dial)



Summary

- Now you know how to:
 - Dial out
 - Receive calls
 - Hold / Mute calls
 - Use the Volume control
 - Use the speaker-phone
 - Transfer calls
 - Use the conference room
 - Access your Voicemail
 - Use the star codes
 - Self-troubleshoot
 - Contact support

