IPitomy
SMARTER BUSINESS COMMUNICATIONS

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IPitomy IP120 Quick Guide

Two-line Display | Connected Status Light

Menu

OK

Pre Printed Factory Installed Labels on Programmable Keys

Transfer

Mute

Conference

Phonebook

Speaker Volume

Speaker Activation

Menu Navigation Keys

(2) Line Keys | Message Waiting Light | Hold

To make a phone call:
Dial the number first then pick up the handset, press a Line Key, press '**OK**', or press the green speaker button. You can also pick up the handset then dial the number followed by the '**OK**' key. Dialing first then picking up the handset allows you to use the backspace key if needed.

To make a hands free call:
The IPitomy phone is a high quality speaker phone. To make a hands free call, simply dial the number and press the speaker button. Alternately, you can press the speaker button and dial the number followed by the **'OK'** key. To hang up, press the **'SPEAKER'** button. If there is a headset connected to the headset jack, the audio will go to the headset instead of the speakerphone.

Intercom Paging
For intercom paging press ✳✳ and then enter the extension or group number of the party or group you want to page. This feature will call an extension or group of extensions, allowing you to speak immediately over the speaker in the telephone without ringing the phone itself.

Placing a call on Hold

To place a call on hold, press the **'HOLD'** button. To retrieve the call on hold, press the blinking line key that the call is on. It is not necessary to place a call on hold when answering another ringing line. All you have to do is press the blinking line key for the new call, and the original call will automatically be placed on hold.

Parking a call

To park a call, simply press the key labeled **'PARK"** while connected to a call. The system will announce to you which park orbit the call was sent to, and then hang up. When a call is placed on Park, it can be picked up by anyone else in the system. The Park Pickup button will light up red for park pickup positions 701 and 702. If a caller is parked and there are no park buttons available, then just remember the park pickup position that the phone system announces (701-720). The call can be picked up by simply dialing the park pickup code, i.e., 704, 705, etc.

Transferring a call

Attended Transfer

To transfer, press the **'TRANSFER'** key while connected to a call, followed by the extension number and then the **'OK'** key. Once the called party answers, and they agree to accept the transferred call, press **'TRANSFER'**, or simply hang up. If the called party does not wish to accept the call, press the blinking **'LINE KEY'** to get the original call back.

Blind Transfer

For a blind transfer press the **'TRANSFER'** key while connected to a call, followed by the extension number. Then press the **'TRANSFER'** key again. This will send the call to the extension dialed, but will not allow you to speak to the person to whom you are transferring the call. Note that when you blind transfer a call to another extension, the recipient of the transferred call will have the option to accept or ignore the call. If the recipient chooses to ignore the call, the caller will be sent to the intended recipient's voice mail.

Transfer to Voice Mail

When a caller wants to speak to someone who is not at their phone or does not want to accept calls, the caller can be transferred directly to voicemail. While on the call,

- Press **'TRANSFER'**
- ✳
- The destination extension number
- **'TRANSFER'**

The call will bypass ringing the destination extension and go directly to the voicemail box for that extension.

Three-Party Conference Call

Call the first party and wait until they answer, then press the 'CONFERENCE' key. When the 'CONFERENCE' key is pressed, the original party will be placed on hold, then you will need to select the line you wish to conference. This can be an open line, where you would dial the number of the party you wish to add to the conference (and then press 'OK'). Once the party answers, press the 'CONFERENCE' key again to join all of the parties together. You could also have selected a call that was already on hold on a line, and once connected, press the 'CONFERENCE' key to bring all parties together.

Meet Me Conferencing

For larger conference calls, use meet-me-conferencing. Callers can be transferred into the conference room by anyone, or they can call into the conference room directly. The automated attendant can be configured to send callers directly to the meet me conference room. Your IPitomy IP PBX telephone system has two conference rooms available. The conference rooms can be accessed by dialing 901 or 902. The default guest password to enter the conference is 232. See your administrator for instructions on how to access the meet me conference rooms.

Voice Mail

To check your voicemail or to access the features in the voice mail system, press the **'VOICE MAIL'** key. If dialing from your own extension, you will be asked for your password. Enter the password provided by your system administrator. To check your voice mail messages from someone else's telephone, dial 924. You will be prompted to enter your extension number and your password. Check with your system administrator for instructions on accessing voicemail from off-site or after hours.

Pause Key

The **'PAUSE'** key is for enabling do not disturb on your phone. When pressed, the LED next to the **'PAUSE'** key will light. Once Pause is enabled, all of your calls will be diverted to voicemail. Other users will see your extension as not available while the **'PAUSE'** key is enabled. To disable Pause, just press the **'PAUSE'** key.

Phone Book

Each IP120 phone can store up to 200 phone numbers in its phone book. The numbers can be saved to the phone book from the services menu or entered into the phone book manually. The caller ID name and number is saved if it is available. The record can be edited to include information not included in the caller ID information, such as the line number to use when dialing this number.

Accessing the services menu

- Press the **'MENU'** key
- Select option '1' *Service*
- Select the list where the desired number is located, *Dialed Call List, Missed Call List*, or *Answered Call List.* (Note: Use the *Dialed Call List* for redial; this allows last number redial and redialing of the last 10 numbers dialed.)
- Locate the desired telephone number using the **MENU NAVIGATION KEYS**.
- Press **'OK'**
- When the number-specific information displays, use the **'>' MENU NAVIGATION KEY** to scroll to the Options menu.
- To Dial the selected number, press '1.'
- To Save the selected number to your phone's Phonebook, press '2.'