

iOffice A40,A22 quick user guide

(IPCP Pty Ltd. www.ipcp.com.au . Tel: 0298909788)

1) Place a call on hold

During conversation press “hold “ button on handset, call key will flash , and press “Resume “ to reconnect a call

2) Park a call

During conversation press * >> 555 >> system will automatically call on park 1 – 8.
For Resume parked call, simply press park key, or dial park number 556 - 566

3) How to transfer a call to another extension:

3-1 blind transfer) once answer a call , press # >>> dial extension number XXX >>> press Send

3-2 attended transfer) once answer a call, press * >>> dial extension XXX (800) >>> talk to staff >>> hand up phone, the call will auto transfer to XXX (800)

4) How to pick up ringing extension:

Lift handset >>> dial ** >>> talk

If you know this ringing extension number , Lift handset >>> *8 >>> extension number >>>> talk.

5) Call forward Unconditional:

4-1) all call forward to internal extension) dial *71XXX >>> send >>> press 1 to Confirm.

4-2) all call forward to external number) dial *71XXXXXXXX >>> send >>> press 1 To confirm.

4-3) Cancel Unconditional call forward) dial *071 >>> send

6) Recording during conversation:

During conversation dial *1 start to record. The record message will be in admin web portal “recording list”

7) Conference call

There three conference room 900 , 901 , 902 (note: conference room pin # is 1234)

6-1) One of extension: Dial conference room number eg: 900 >> enter 1234 >> With confirm join conference room.

6-2) Second extension: dial conference room number eg: 900 >> enter 1234 >> with Confirm join conference , start talk.

6-3) invite another party join conference

6-3-1) first the user dial conference room number eg 900 >>> enter admin Password 2345

6-3-2) dial 0 (get dial tone) >>> XXX (extension number)

6-4) invite external party join conference

6-4-1) dial external number first, tell him or her the conference pin number is

1234, then transfer this call to conference room eg 900, the outside party will be able enter conference pin 1234 to join conference room.

8) Setup after hour mode

Manual enable after hour mode *81 >>> send

Manually disable after hour mode *081 >>> send

(during after hour mode all calls can be transfer to voice mail _ref to administrator)

Also can be setup automatically rule _time based rules (ref to administrator specific time for start and closed business hours)