



General VoIP Phone User Guide

When bringing your own device(s) to TeleVoIPs, you may notice a few system changes although you are keeping your phone from your previous provider. The below information may vary slightly depending on your device's make and model. If you have any questions, don't hesitate to contact our support team.

Getting Started

Outbound Dialing

To make an outbound call on our system, simply dial the number you wish to call and press send, call, etc. depending on your specific device.

Note: You do not need to dial a 1 or a 9 before dialing. You also do not need to include the area code if you are calling a number from your own area code.

Parking a Call

Your TeleVoIPs phone is programmed with several parking spaces (Park 1, Park 2, etc.) allowing for "universal hold." This allows for anyone on your phone network to pickup that call.

1. To park a call: press a parking lot slot that is not occupied and the call will be transferred to that lot number. An occupied parking lot will have a solid red light on.
2. To resume the call: press the parking lot key where the call is waiting.

Display Changes

BLF Keys

TeleVoIPs programs speed dial keys for you. These keys around the home screen can be used to park calls, change lines, dial a specific person, or check their availability. They can also be programmed as shortcuts to voicemail boxes, queues, and intercom groups. Red lights on these keys indicate that person is on the phone or using Do-Not-Disturb while green lights indicate they are available. These keys may also be used to transfer calls rather than dialing the extension number.

Line Keys

TeleVoIPs programs several line keys to allow for juggling multiple calls. To switch between calls, simply use the L1 and L2 keys next to the home screen to pickup the other call. Keep in mind, the call will be automatically placed on hold when you switch to the other line.

Voicemail

Accessing Voicemail

Most phones have a Voicemail button or envelope button to quickly access your voicemail box. You may use this shortcut key or dial *97 to access voicemail. You will be prompted to enter your password (the default is your extension number TWICE). ***Note: if you have a shared or general voicemail box you wish to access, this can be done by dialing *98, enter the extension of the voicemail box, and then the voicemail box's extension TWICE for the password.***

Recording your Voicemail Greeting

1. Call into your voicemail box using the instructions above.
2. Press 0 for Mailbox Options.
3. Select Record Unavailable. This is for when someone gets to your voicemail and you are not currently on another call.
4. Select Record Busy. This is for when someone gets to your voicemail and you are currently on another call or on DND.
5. Select Record Name. This is used in dial-by-name directories or other IVR options.

Transferring Calls to a User's Voicemail

On the TeleVoIPs platform, you are able to transfer calls directly to a user's voicemail box. Simply transfer the call using your phone's version of a blind transfer and dial * before the desired mailbox extension.