

altaVOX 830, 850 and 850CT

Display Features

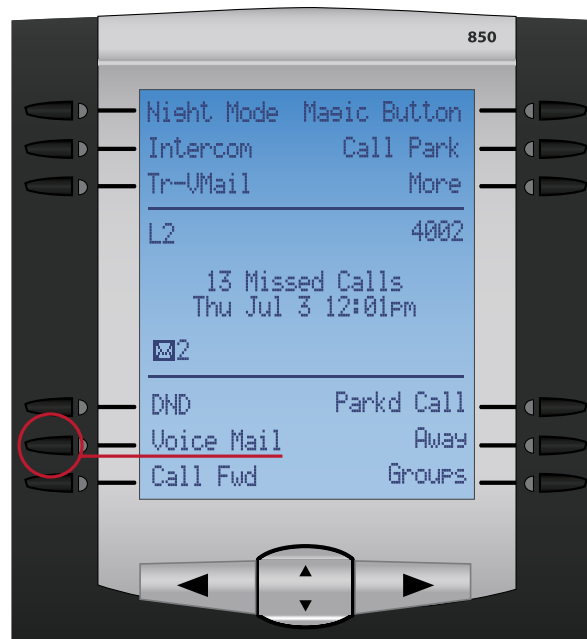


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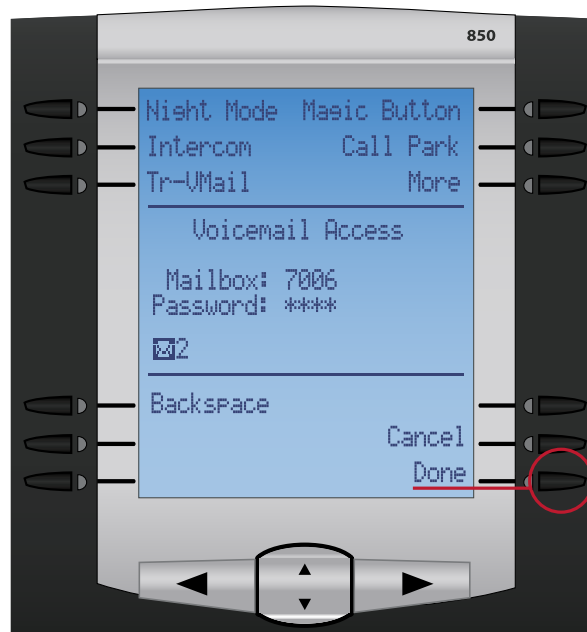
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Visual Voicemail

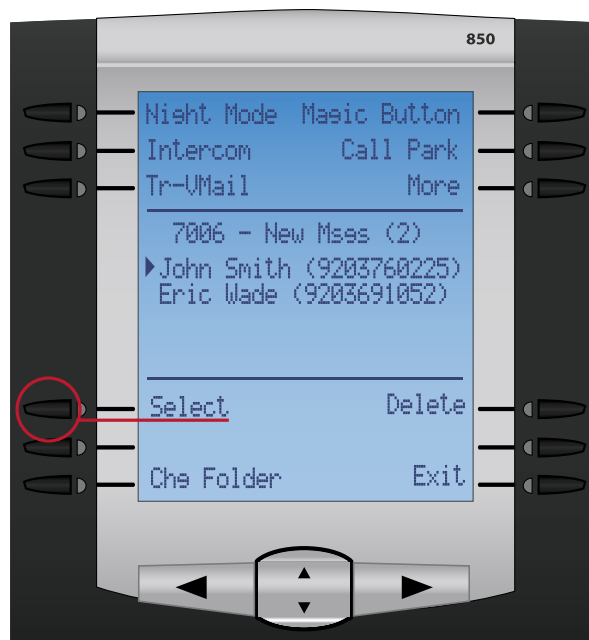
Visual Voicemail gives you a whole new way of interacting with your voicemails by giving you a graphical look of all your new or saved voicemails and allowing you to pick which voicemails you want to listen, delete or move. This feature gives you a visual of each voicemail by showing you the Caller ID Name and Number of each message for fast retrieval. Just imagine: No more having to listen through all your messages to find that one voicemail!



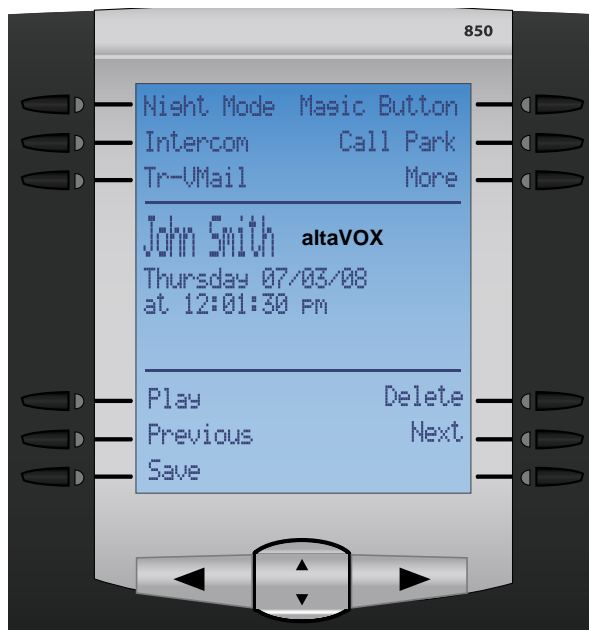
To Check your voicemail, press the voicemail button. Enter your password, if required, and press the done key.



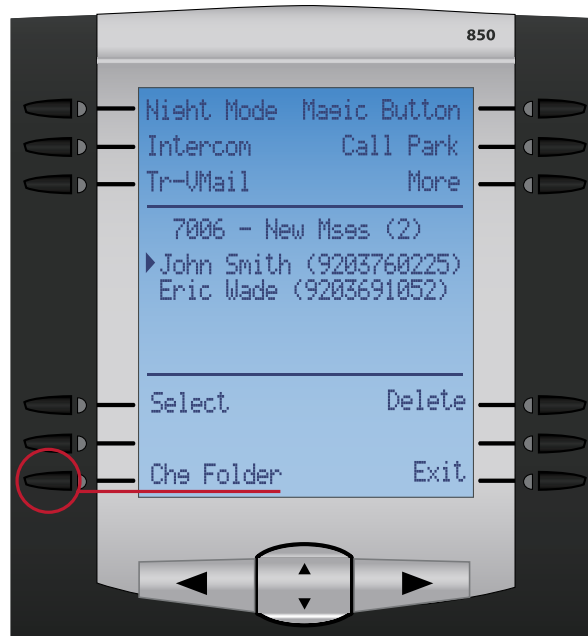
The next screen will display all your current new messages. You can use the up and down keys to scroll to which message you would like to interact with and press the select button.



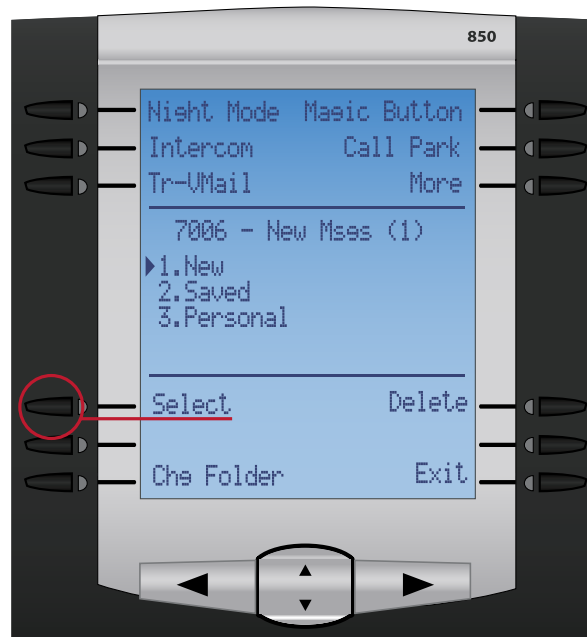
Once you have pressed the select button you have the ability to play, delete or save the current message to your saved folder. You can also go to the next or previous message in the folder.



To change which folder you would like to view, such as new or saved messages, return to the main voicemail menu and press the Chg Folder button.

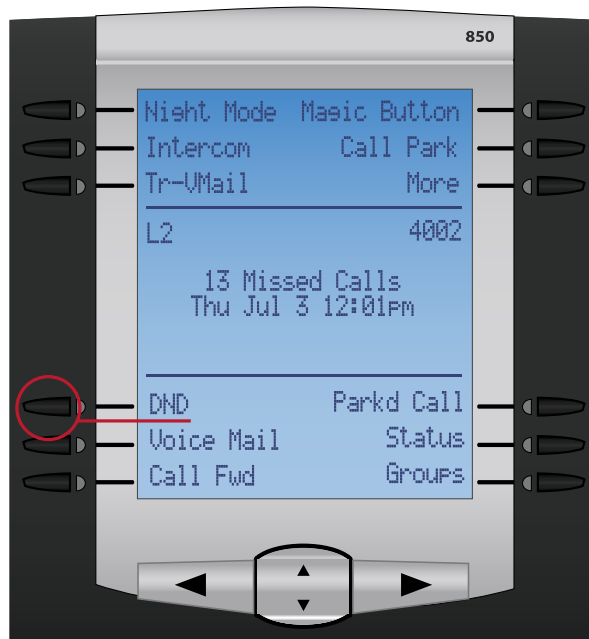


You will now be given an option of which folder you would like to view and interact with. Scroll up or down to the correct folder and press the Select button.

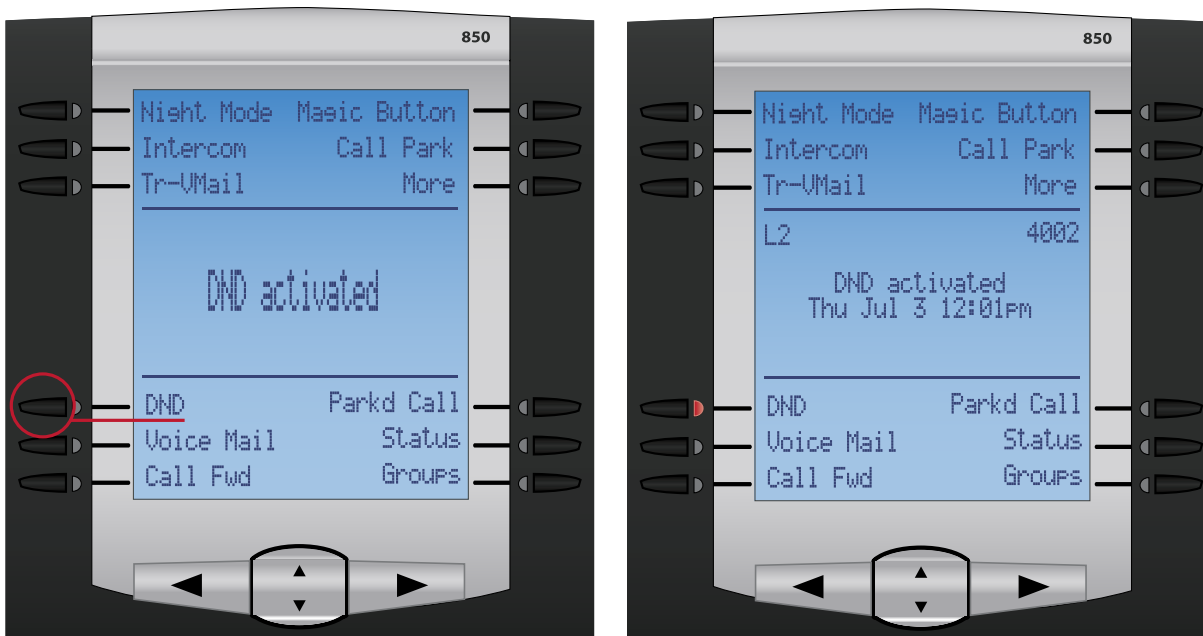


Do-Not-Disturb

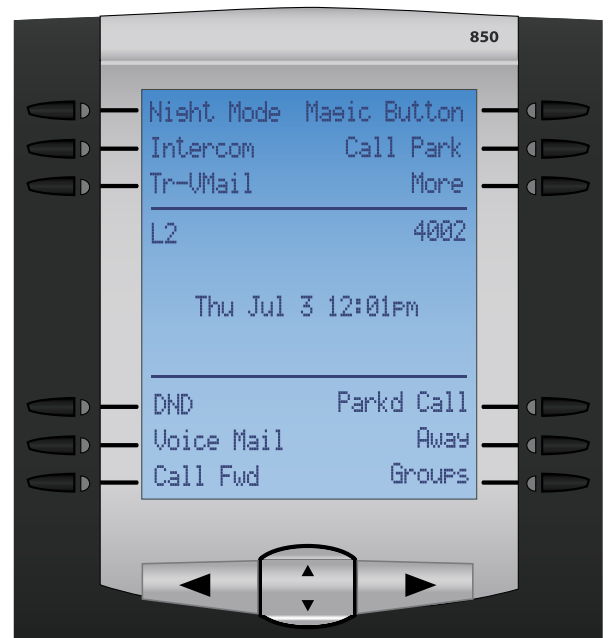
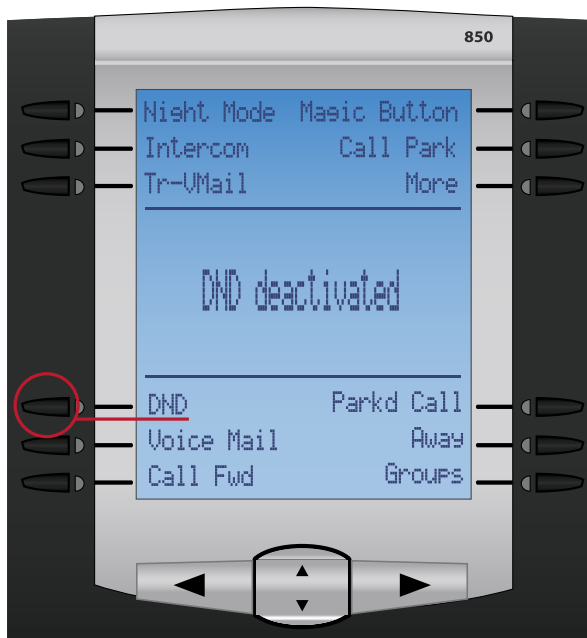
DND is a feature that, when enabled, forces all internal or external callers straight to your voicemail box. It is typically used when the user is in a meeting and does not want their phone to ring.



To enable DND, press the DND button on the phone. When DND has been enabled the light next to the DND button will be lit up red and the screen on the phone will show “DND activated.”

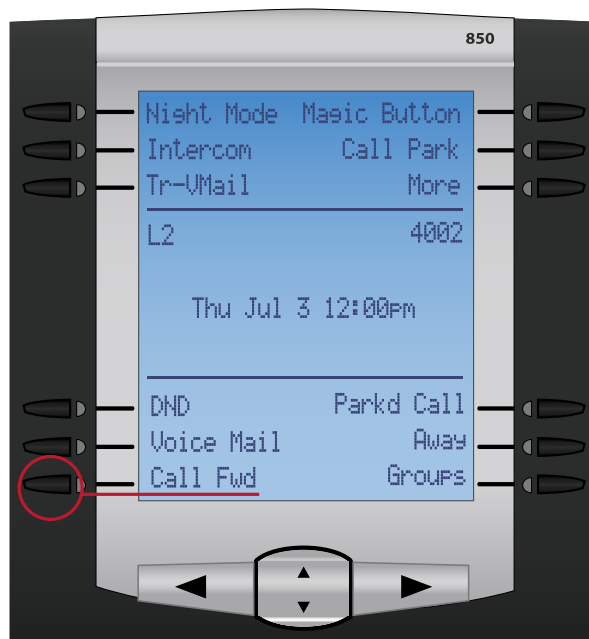


To disable DND, press the DND button on the phone. When DND has been disabled the light next to the button will be turned off and there will be no text on the phone screen.

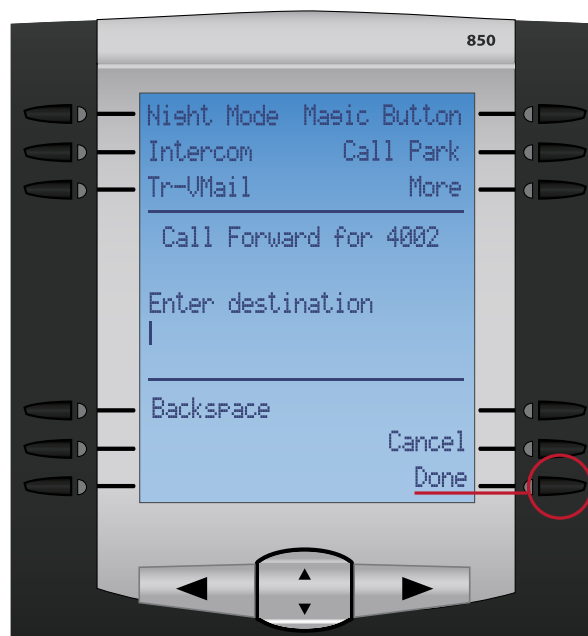
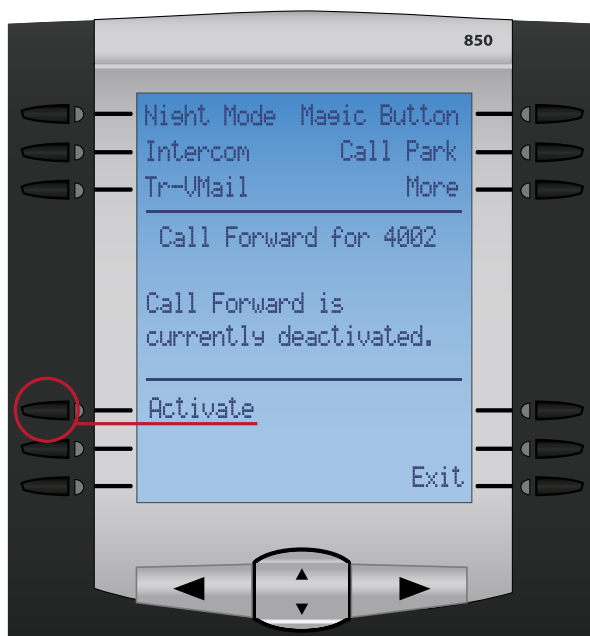


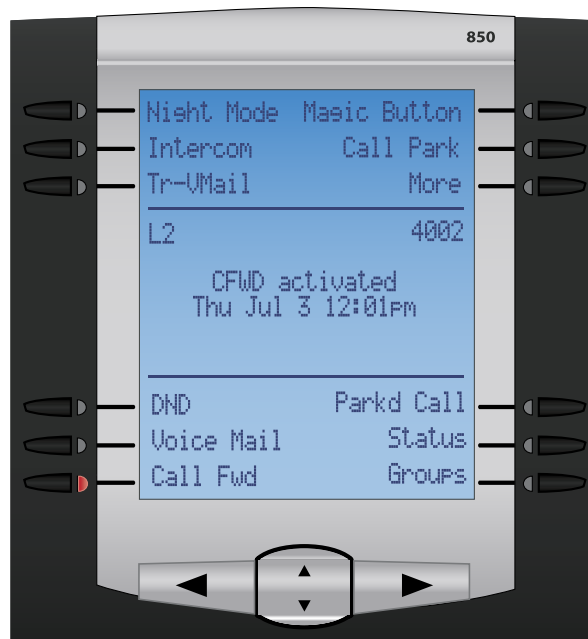
Call Forward

Call Forward gives you the ability to forward all the calls that come into your phone to another extension or external phone number such as your cell phone or home phone number.

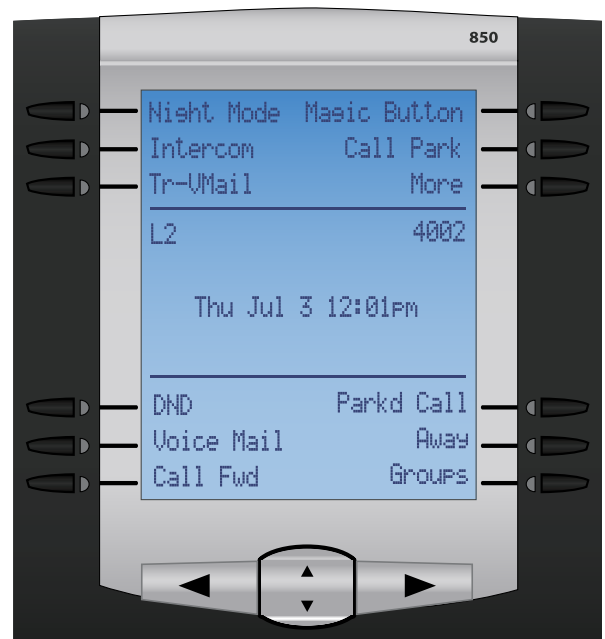
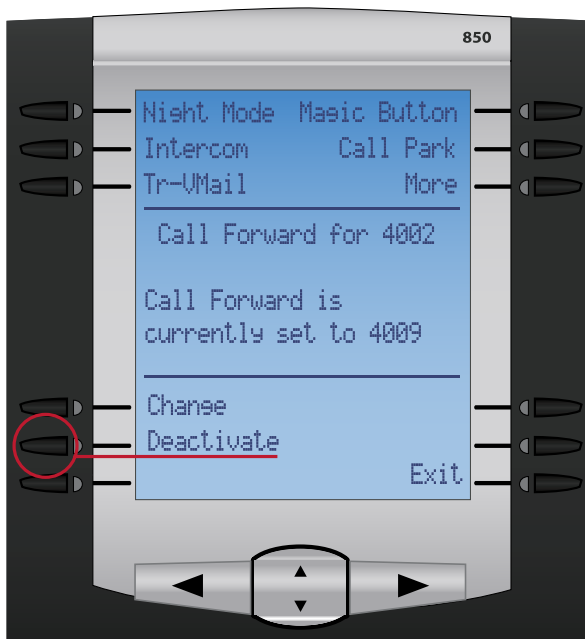


To enable Call Forward, press the Call Fwd button on the phone. Press the activate button and then enter the phone number or extension in which you would like to forward your calls to. Then press the done button. When Call Forward has been enabled, the light next to the button will be lit up red and the screen on the phone will show CFWD activated.



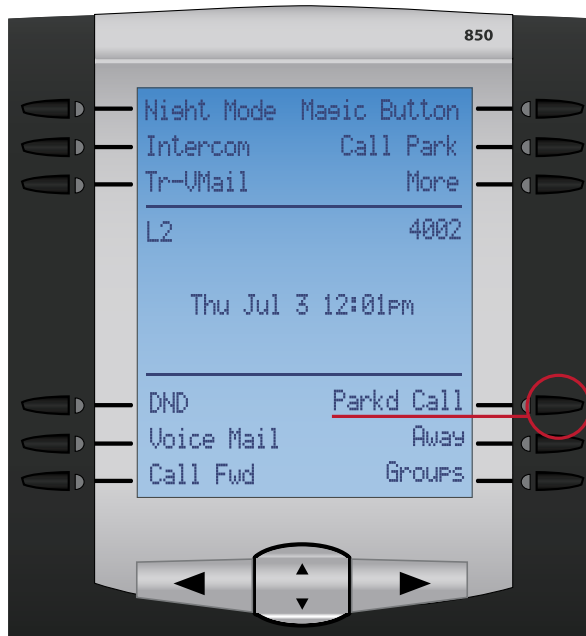


To Disable Call Forward, press the Call Fwd button on the phone and press the deactivate button. When Call Fwd has been disabled the light next to the button will be turned off and there will be no text on the phone screen.

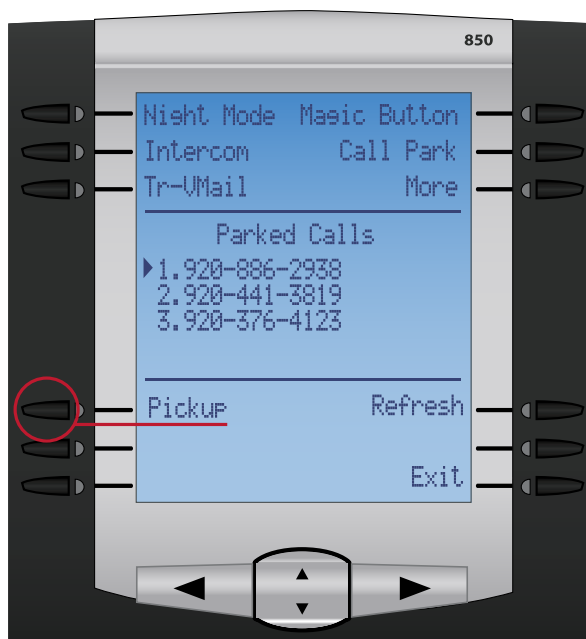


Visual Parked Calls

Call parking allows you to put a person on hold and then that call can be picked up by any phone in your organization. The visual parked calls button gives you the opportunity to see all parked calls in your parking lot, including who the caller in the parking lot is and what parking slot they are holding in. It gives you the ability to quickly scroll up or down and pickup any of the parked calls.



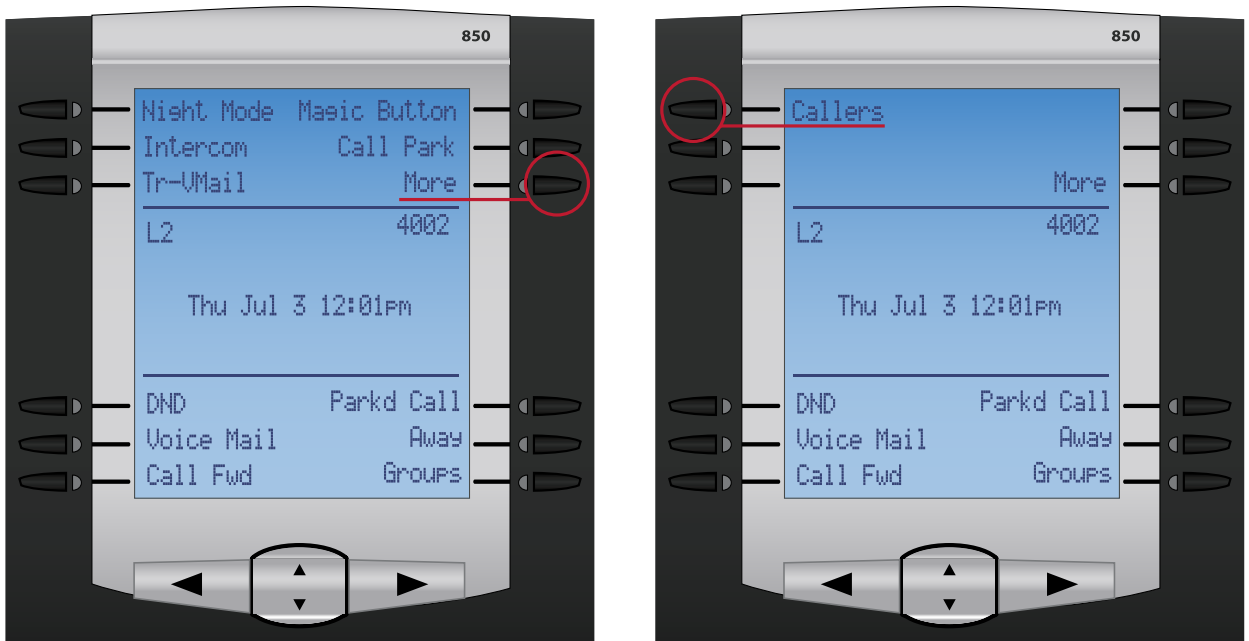
To use the Parked Calls feature, press the Parkd Calls button on the main screen of your phones. If there are any current parked calls they will be listed 1 caller per line.



Press the up and down keys on you phone and press the pickup button to pickup any specific parked call.

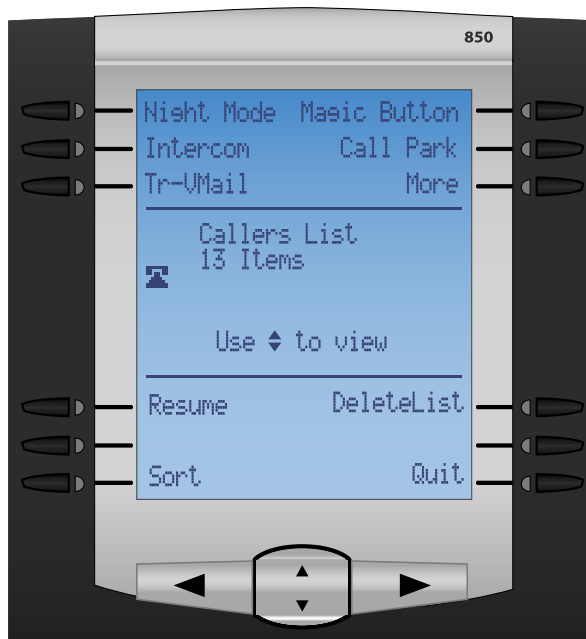
Callers List

The Callers List button gives you the ability to see all incoming and outgoing calls placed from your phone. You also have the ability to return a call to any phone number in the callers list or forward a phone number into your speed dial directory.

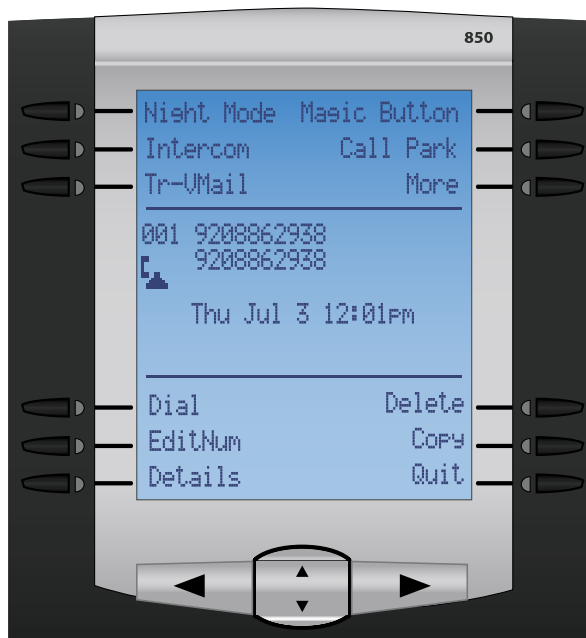


To use the Callers List feature press the More button and then the Call List button. You will be given the 5 options depicted below.

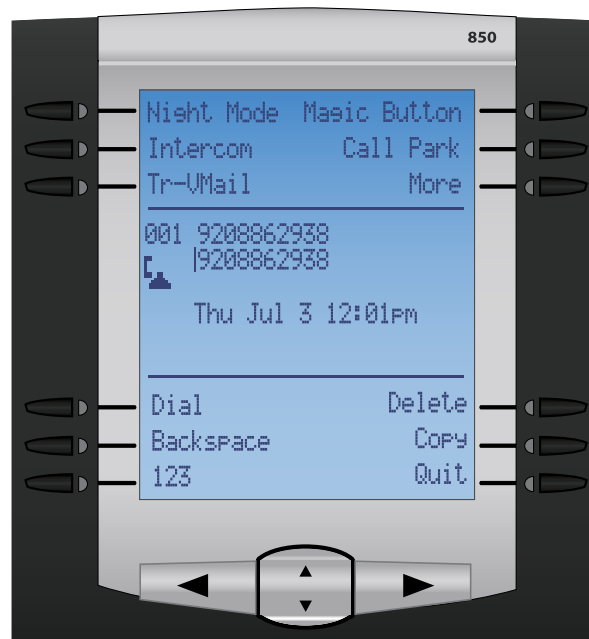
- **Callers List** -The Callers List will show you the last 200 outgoing and incoming calls.
- **Scroll up or down**-The up scroll button takes you directly to caller 200 which would be the most recent caller. The down button takes you directly to caller 1 which would be the oldest caller on file.
- **Resume**-Take you back to the last caller you were interacting or looking at.
- **Sort**-The sort button will temporary resort the callers in alphabetical order so you can find a specific callers name quickly. Now pressing the up button will take you to the names starting with X's and pressing the down key takes you to callers starting with A's.
- **Delete List**-The Delete List will delete all callers in the list. Pressing the delete list key will make you confirm that you want to delete the callers or cancel to go back to the previous screen.
- **Quit**-The quit button returns you back to the main screen on the phone.



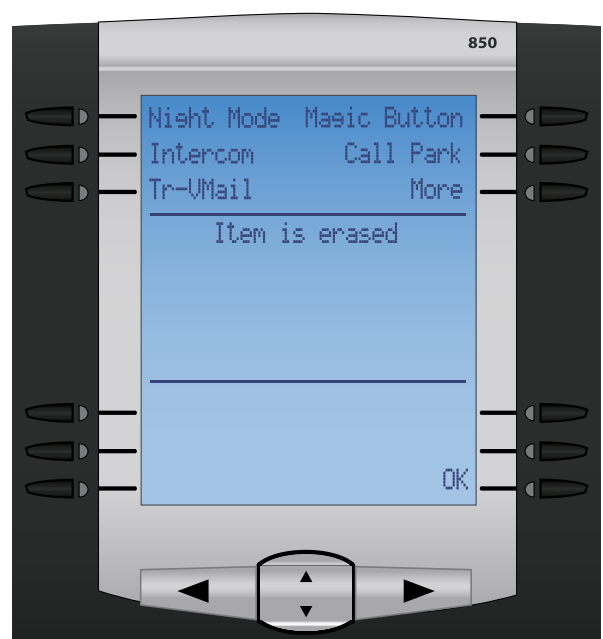
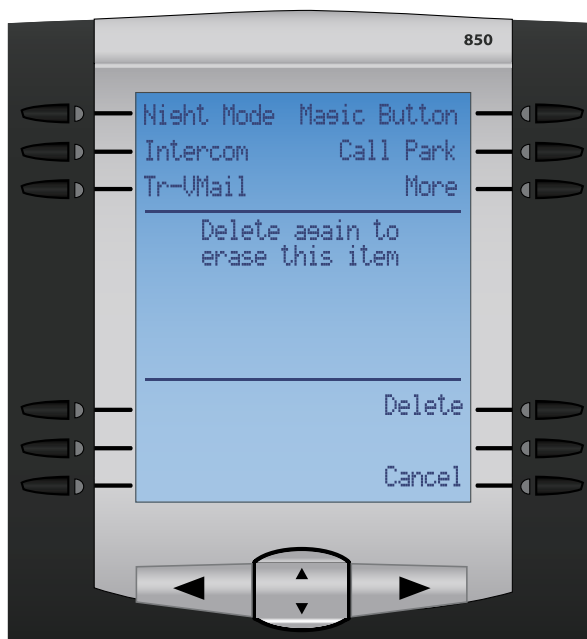
Once you have entered the list of callers either through the scroll buttons, resume button or sort button, you will be given the following 6 options.



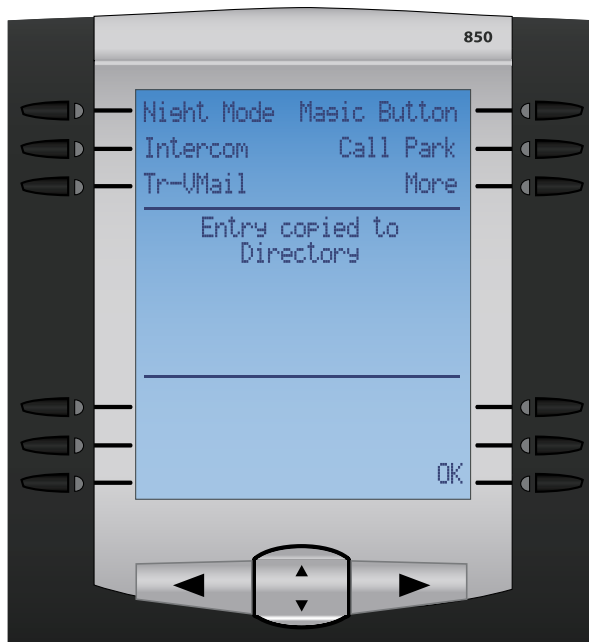
- **Dial-** Pressing the Dial button will call the caller back in the same manner that the number is shown on the screen.
- **EditNum-** The Edit Number button allows you to edit the number before you dial the caller or copy the number for things like adding a 1 or removing the area code. Please note that most PBXact systems will allow you to dial the number normally and the phone system will automatically remove the area code or add the 1 for you, so please use the Dial Number for faster dialing. To edit a number use the left and right arrow keys on your phone and either press the number that you would like to add or press the backspace key to delete a number. Once you have edited the number, you can press the dial button to be connected to this number. Pressing the copy button is the same as the screen on the next page for the Copy Option except it copies the number with your changes into your personal directory. Pressing the cancel key takes you back one screen.



- **Details-** The details button gives you more detailed information on the caller such as which line of your phone the call took place on and how long the call lasted.
- **Delete-** The delete key allows you to delete the specific caller that you have highlighted at any given time from the list. Pressing the delete key will make you confirm that you want to delete the caller or cancel to go back to the previous screen.



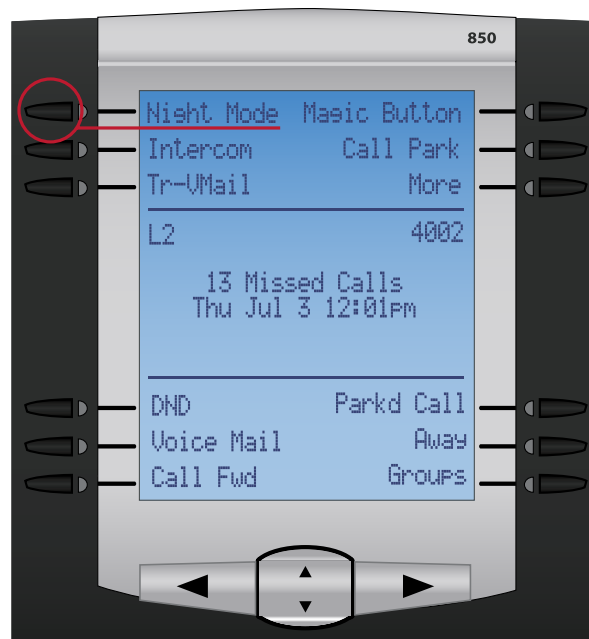
- **Copy-** Pressing the copy key will copy the caller ID name and number into your phone's directory that can be used for speed dialing in the future.



- **Quit-** The quit key takes you back 1 screen or to the main callers menu as depicted above.

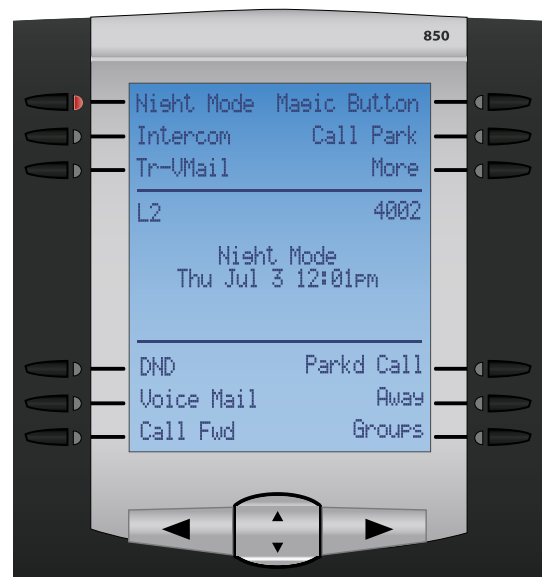
Day/Night Mode

The Day/Night Mode button is used when your organization has the feature setup to handle incoming calls differently during business hours versus non business hours. It gives you the ability to toggle between Day and Night mode and gives you a visual of what mode your phone system is currently in.

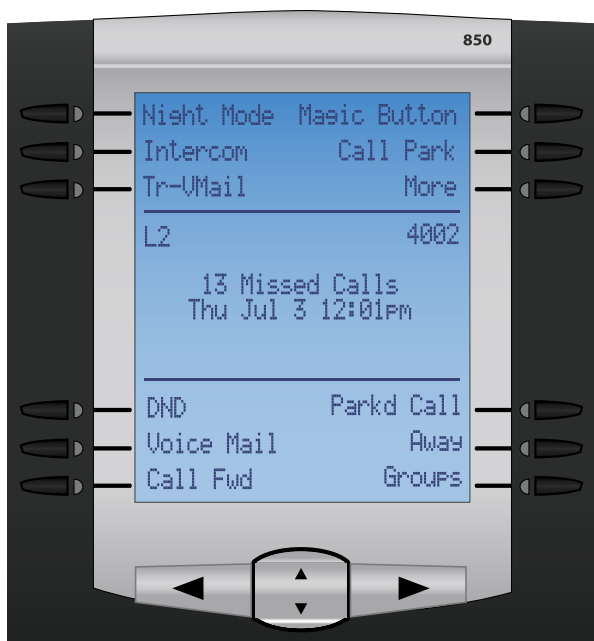


To use this feature press the Day/Night button on your phone. This button acts as a toggle between day and night mode.

While the system is in night mode the light next to the day/night button will be lit up red and the text Night Mode will be displayed on the main screen.

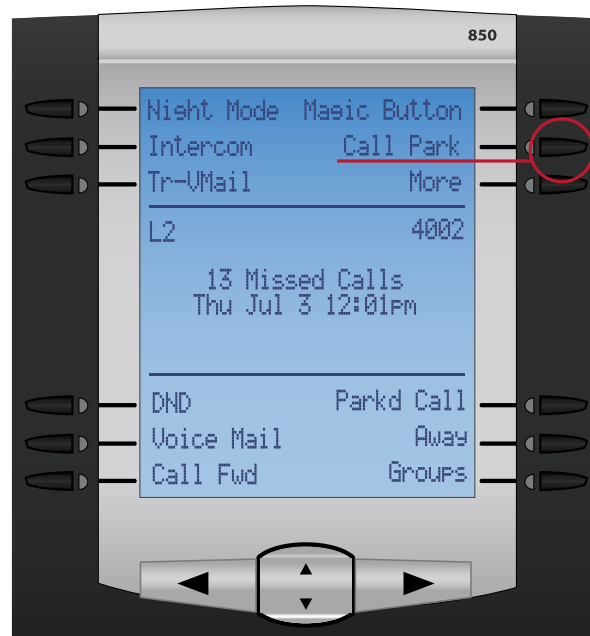


While the system is in day mode the light next to the day/night button will not be lit up at all and there will be no text displayed on the main screen.



Call Park

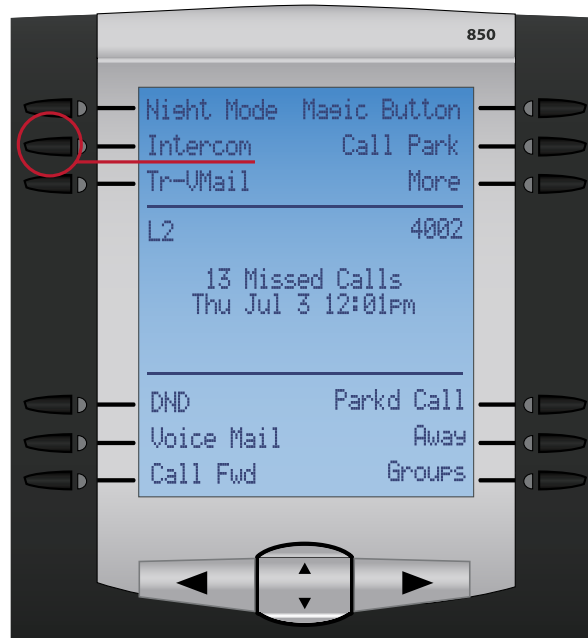
Call parking allows you to put a person on hold and then that call can be picked up by any phone in your organization. The Call Park button is used to transfer the current caller that you are talking with into the parking lot.



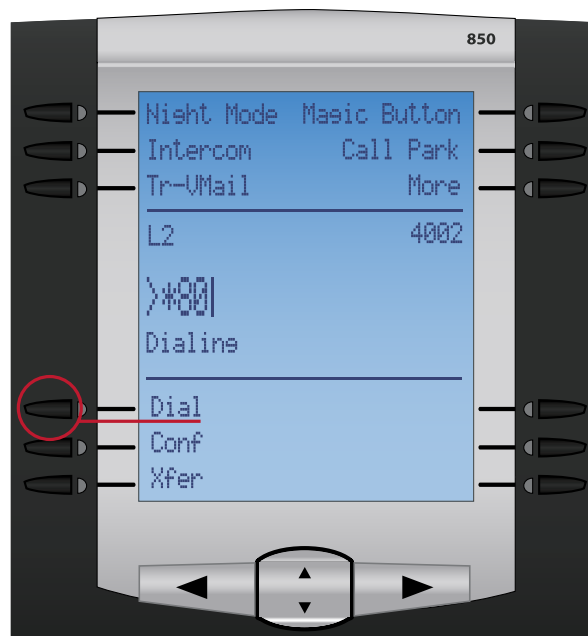
To use this feature press the Call Park button while on the phone with a caller. The caller will be automatically transferred into a parking lot number and that parking lot number will be played back to you. Any extension can then either use their Parkd Calls button to pick up the holding call or they can dial the parking lot number from any phone that the caller is being held in.

Intercom

The Intercom button is used to call any extension in your organization and have their phone automatically answer through their speaker phone. This feature is very useful when you want to ask someone a fast question and not wait for them to answer their phone.

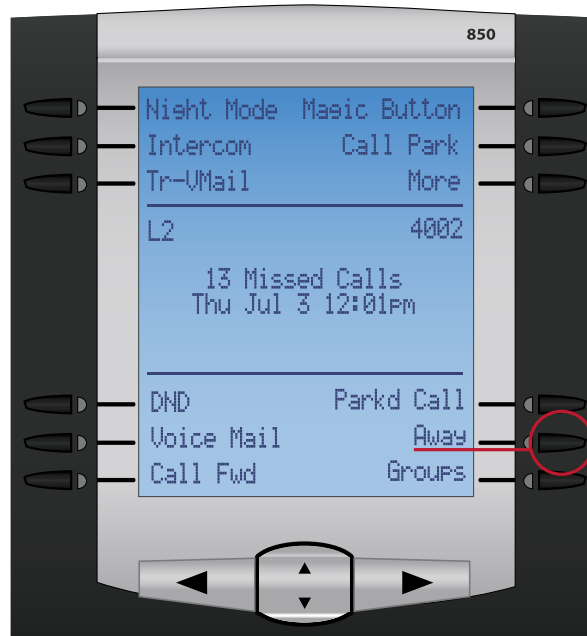


To use this feature, press the Intercom button followed by either the extension button on your phone or dial their extension directly followed by the dial button. Their phone will beep and you can start talking immediately. The extension that you called then has the ability to speak to you through their speaker phone or pickup the receiver for more privacy.

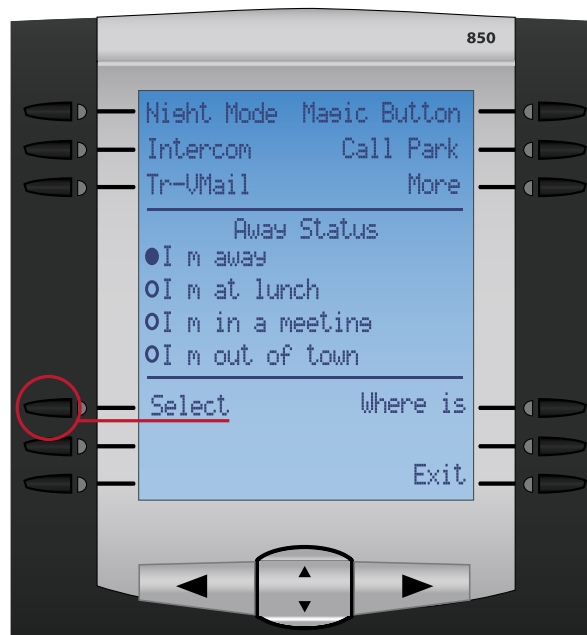


Away

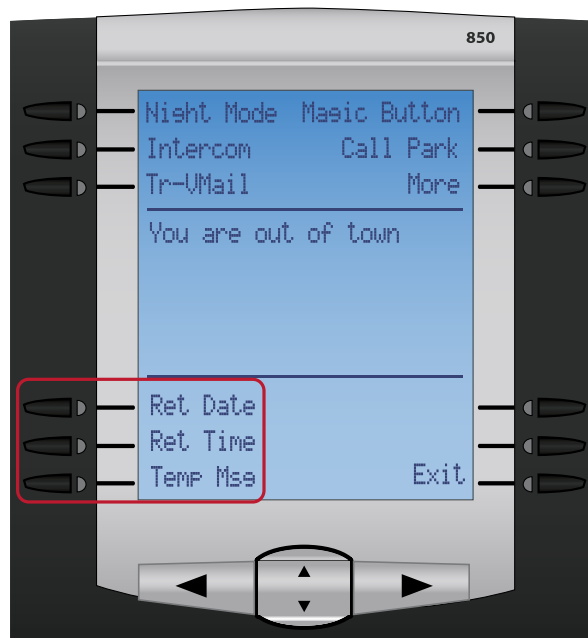
The Away feature is one of the most useful feature to know where everyone in your organization is at all times. It allows you to set your away status to things like “out of office” or “in a meeting.” All users then have the ability to see who is available and who is not available in the office. Users can also be notified through a page when a user changes their away status from being “away” to being back in the office.



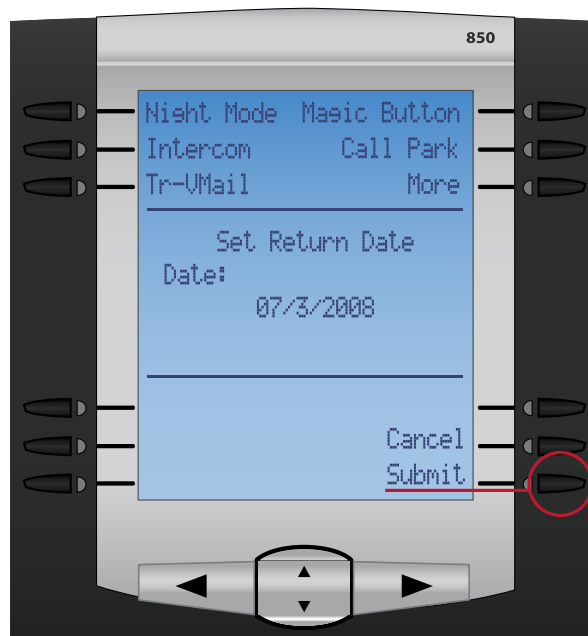
Changing your away status to unavailable-To change your status press the Away button and then you can scroll up or down and pick from the 4 available away status options. Highlight which option you would like to change your away status to and then press the Select Button. While you have your status set to one of the 4 unavailable options the red light next to the button will be lit red and the screen will read the text to whatever status you set yourself to.



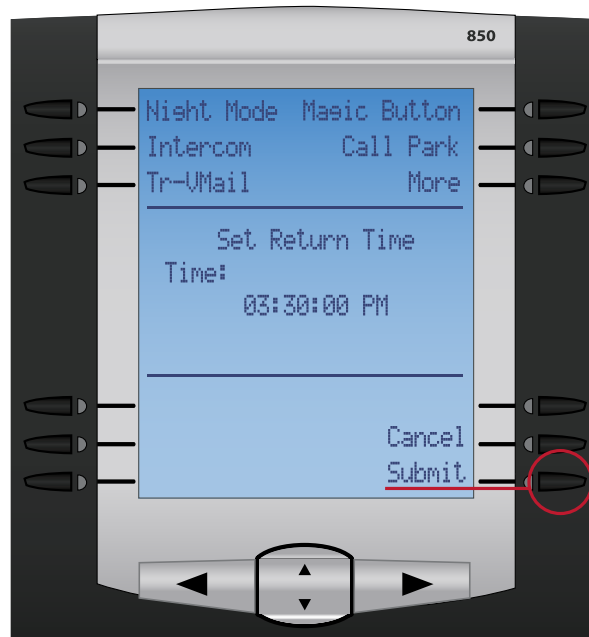
Once you select an option you will be prompted with either 2 or 3 options depending on what status you picked such as:



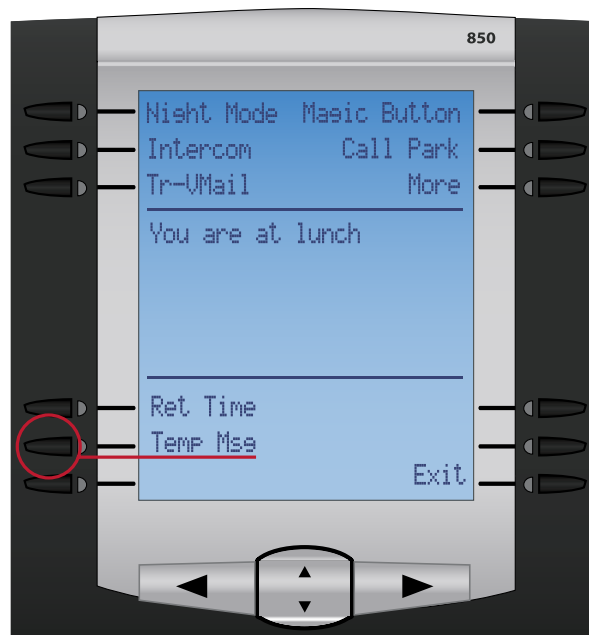
- Ret Date- Allows you to set the date other than today's date on when you will return. Please enter the date as mm/dd/yyyy and press the submit key.



- Ret Time-Allows you to set the time that you will return at. Enter the time as hh:mm:ss and press the submit key.



- Temp Msg-Allows you to record a temporary voicemail greeting to be played while you are away. Press the Temp Msg button and you will be prompted to record your temporary message that all users who reach your voicemail will hear. This voicemail will be played until you change your away status to “I’m back”

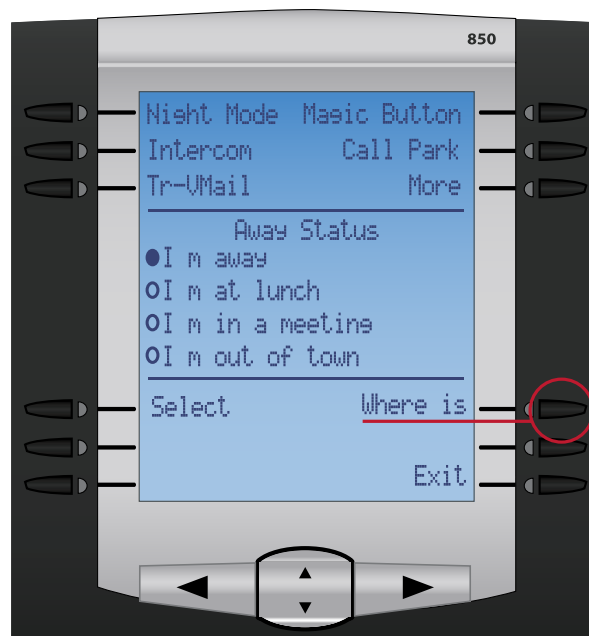


NOTE: Return Date, Return Time and Temp Message are all optional. You can also just exit at any time and your away status will be set.

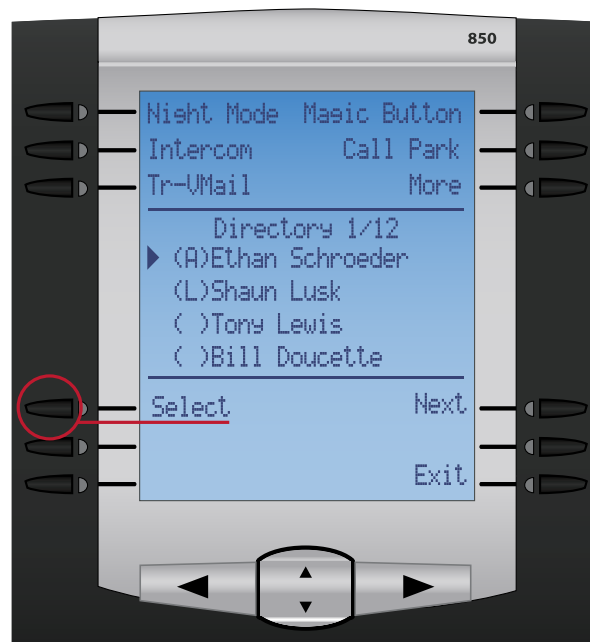
Changing your status to available- To change your status back to available press the red lit Away button. You can than press the “I’m Back” button and the red light next to the status button will go out and the screen will not display unavailable text.



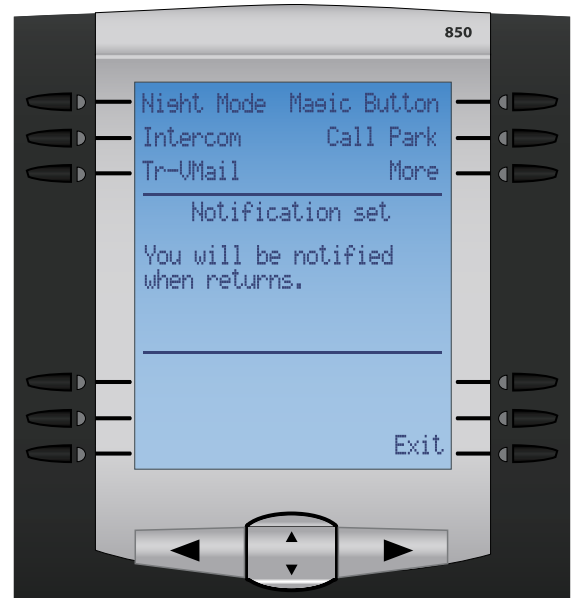
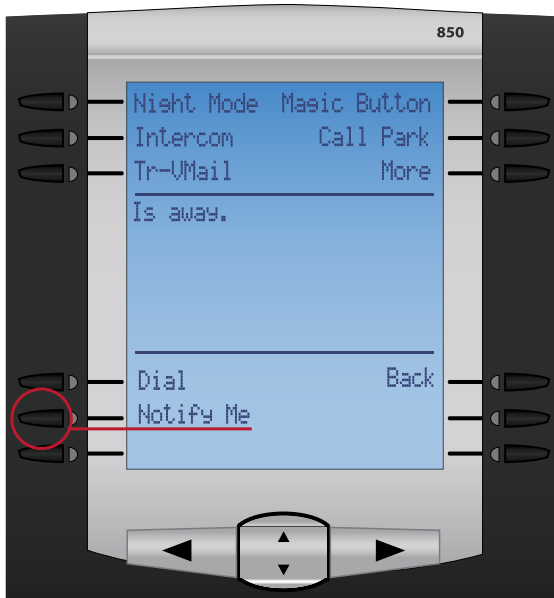
Checking the status of everyone/someone in your Organization- Press the Away button and then press the Where Is button on the main menu.



The “Where is” screen will show a list of all users in your organization. All who have unavailable statuses will be shown first in the list along with either a (A)-for I’m away, (L)-for I’m at lunch, (M)-for I’m in a meeting or (O)-for I’m out of town. Any users who has an available status will be listed after all unavailable status users. You can use the up and down button on the phone to scroll through the list.

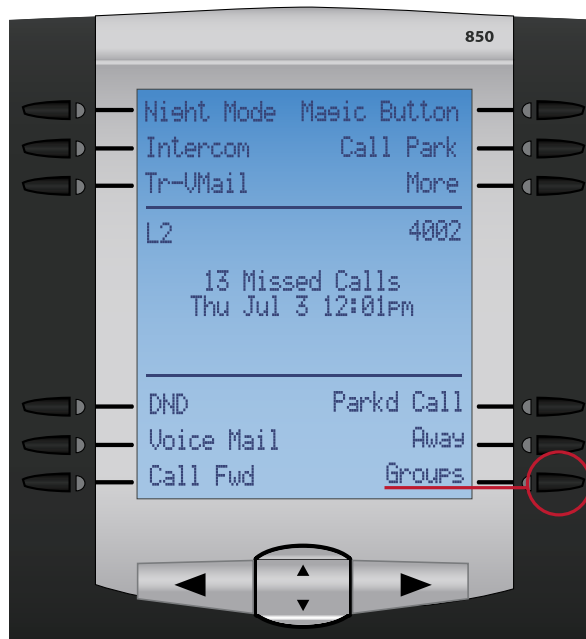


Pressing the Select key after highlighting a name will give you the option to either dial the user or go back to the previous screen. It will also show the current status of the user. If the user has one of the 4 unavailable away statuses enabled, it will give you the option to be notified when that user returns. Upon the user returning you will be paged that the user has returned and be given the option to be connected with that user.



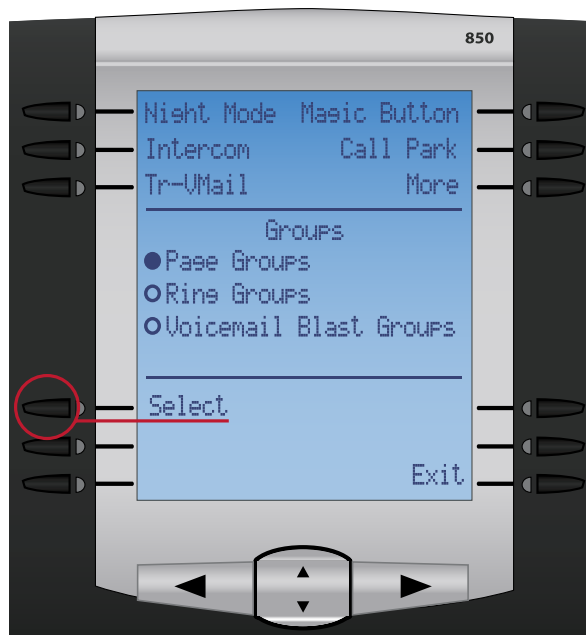
Groups

The Groups button allows you to see a list of all ring groups, page groups or voicemail blast groups setup in your organization and be directly connect to those groups without having to memorize numbers for each group or always having to look at the cheat sheet taped next to your phone.



NOTE: Your phone may have a “More” button in place of the Groups button. If that is the case, push the “More” button and then push the “Groups” button.

Pressing the Groups button will open up a screen on your phone showing the following sub-groups. You can use the up and down keys on your phone to scroll to which group you would like to be connected to and then press the Select key

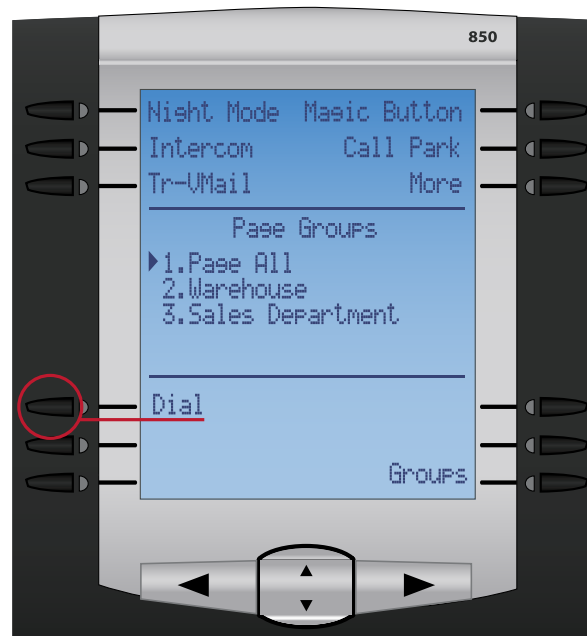


- **Ring Groups-** Ring groups are a grouping of extensions that when dialed will ring all phones in that group. Some practical examples for ring groups are sales, support, technical or ring all. When choosing this option you will be prompted with a list of all ring groups that are available on your

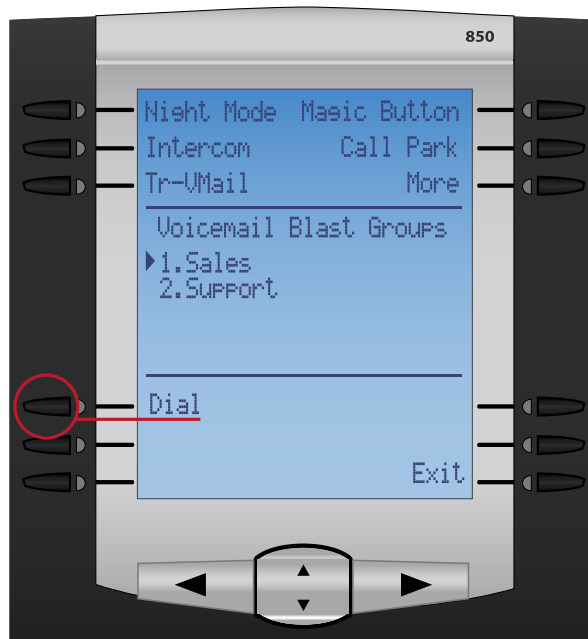
system. Use the up and down key, to scroll to which group you would like to call and press the dial button.



- **Page Groups**-Page groups are identical to Ring Groups except that the extensions or overhead paging speakers in the groups will be paged over their speaker phone instead of ringing. This gives you the ability to begin talking right away for things like announcing that Jim has a caller waiting in parking lot 71 when you can't find Jim in his office. Like Ring groups, you can have numerous groups set up like Sales, Support, Warehouse or Page All. Use the up and down keys to scroll to which group you would like to page and press the Dial button.

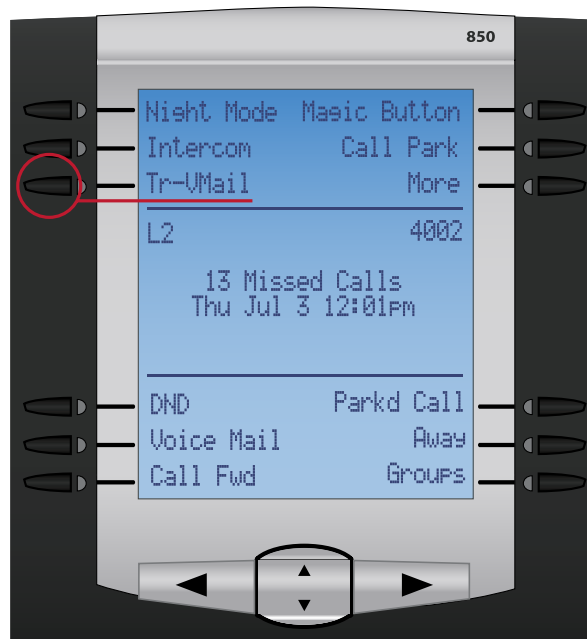


- **Voicemail Blast Groups-** Voicemail Blast Groups give you the ability to group user's voicemail boxes together and leave one voicemail to be placed in every user's voicemail box. This is also useful for leaving groups of employees voicemails for things like your sales or support departments or for all employees in the organization. Use the up and down keys to scroll to which group you would like to leave a voicemail for and press the dial button.

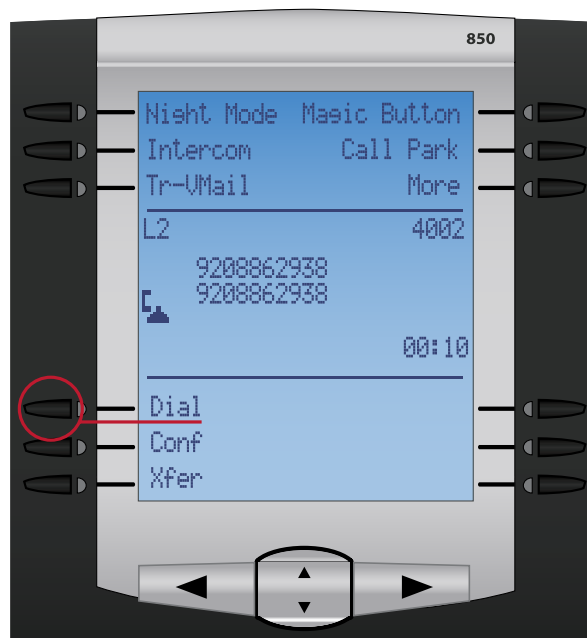


Transfer to Voicemail

The Tr-Vmail button allows you one touch transferring of callers to a users voicemail box, which is a great feature to use when you know the user you are transferring the caller to is not in their office.



To use the feature while on a call with someone press the Tr-Vmail button followed by either the users extension number or their speed dial button. You can now press the Dial button and then hang-up your phone.

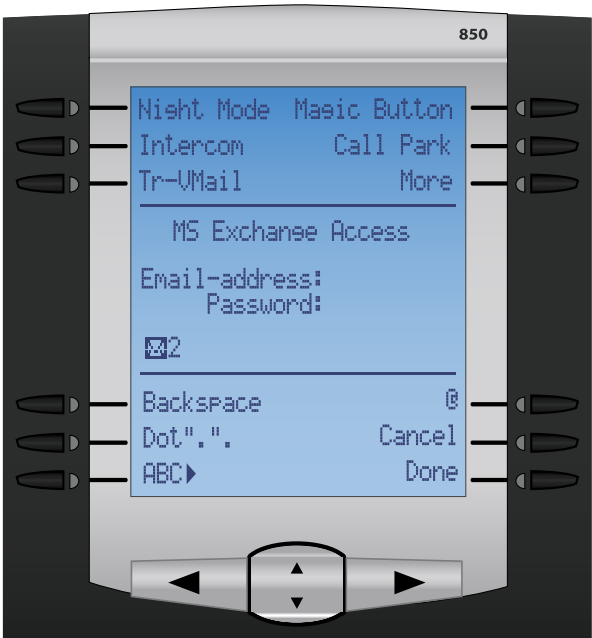


Microsoft® Exchange Contacts

The first time you push the exchange button, you will be asked to enter your email address and password. These values must match your account on the Exchange server. Special characters such as a dot “.” and @ symbol can be found on the soft buttons. Letters can be entered just as if you would be sending a text message on your mobile phone. For example, pressing 5 one time will create a “j”. Pressing 5 two times will create a “k”.

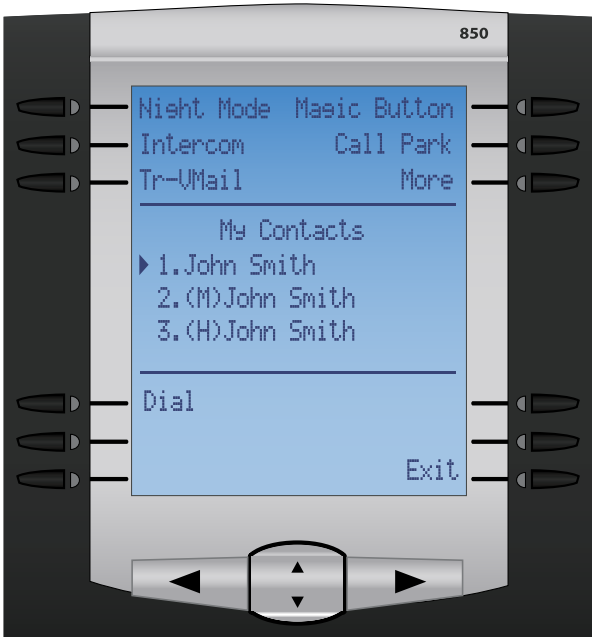


NOTE: Your password is case sensitive, so make sure you use the third button on the left (ABC>) to switch between upper-case/lowercase letters and numbers.



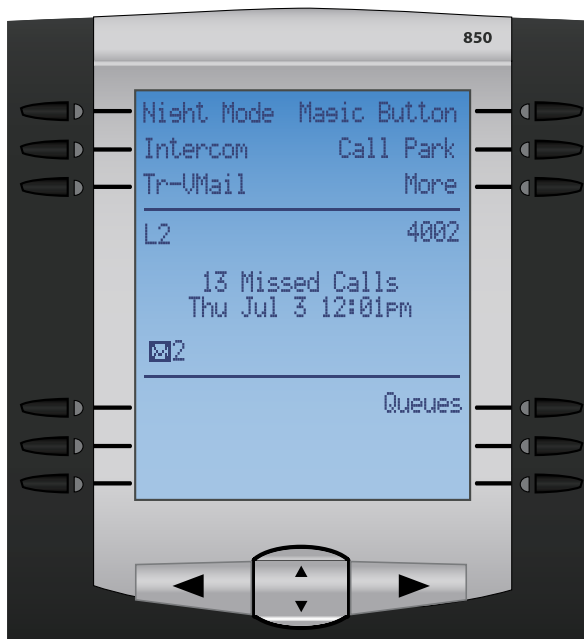
After authorizing your information, you will not have to enter these again. Your credentials will be securely cached on the server and the next time you push the button, your contacts will appear instantly!

Calling from your contact list is simple. Use the scroll button to scroll up and down through your list. If you have a contact with multiple phone numbers, say for home, work and mobile, each of these will appear on a separate line. Home and Mobile numbers will each respectively have a (H) and (M) before the name. Work numbers don't have an identifier. After you've located the contact you wish to call, just push the Dial soft key.

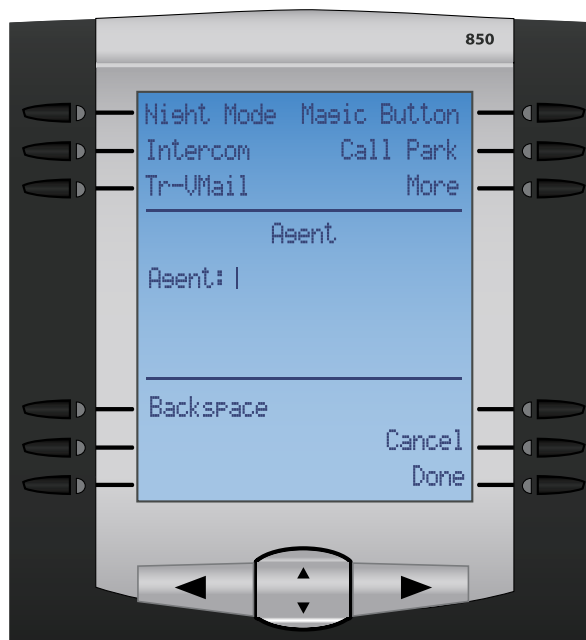


Queues

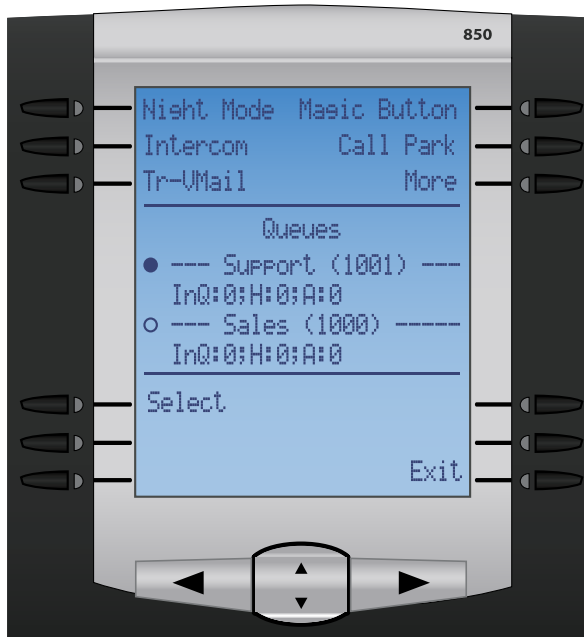
This call center application allows your agents to log in and out of queues visually. Included is pause functionality, allowing the agent to temporarily not receive calls without having to completely logout of the queue.



To use the Queues button press the Queues button above on your phone. You will then be prompted to enter your agent number.



Enter your agent number and press the done key. You can use the backspace to delete an entry or cancel to leave the application. Next you will see a list of all queues that you can join.



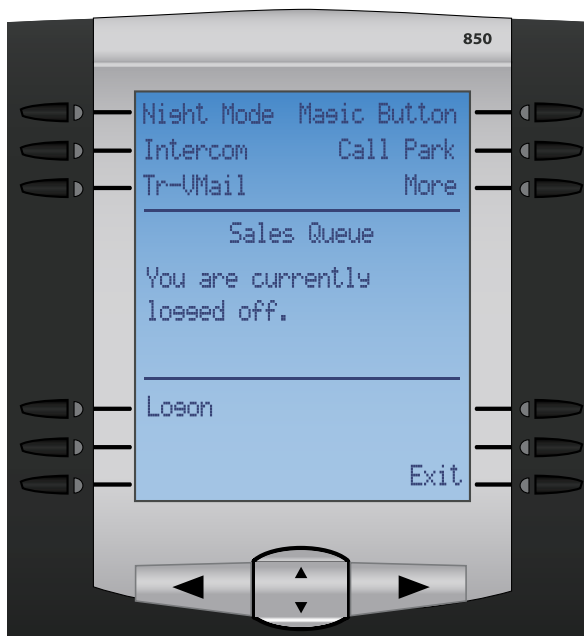
Press the up or down button to pick a different queue. On this screen you can see standard queue stats such as;

InQ=Callers waiting in Queue

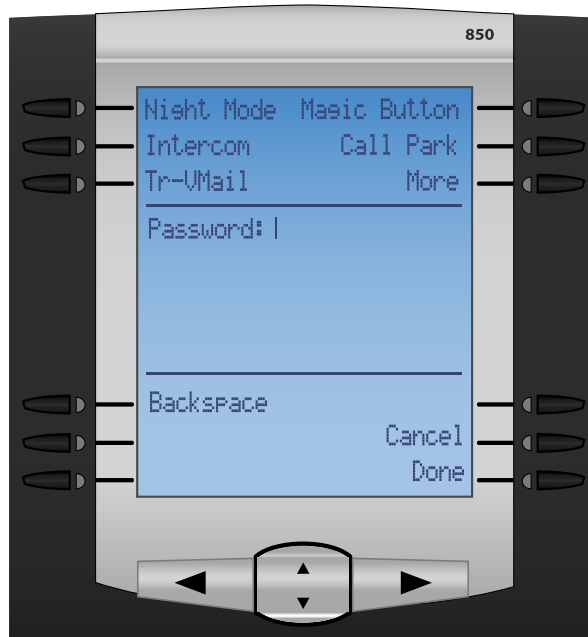
H=Average hold time

A=Abandoned Callers

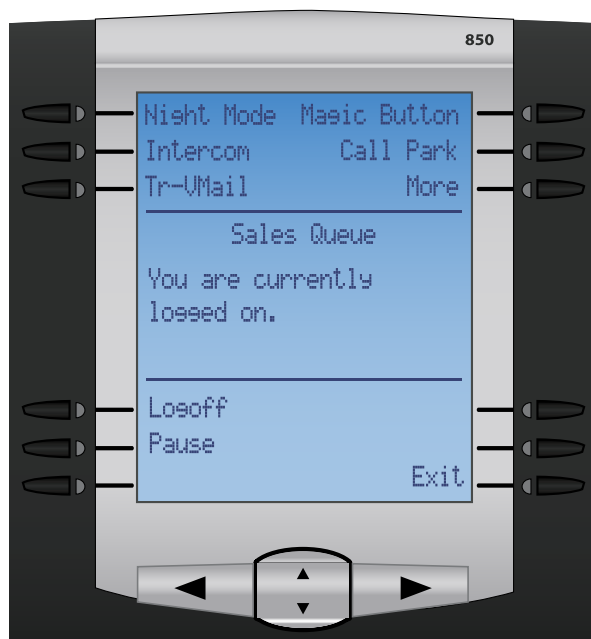
Once you have the correct queue highlighted you can press the select key to manage your status in the queue.



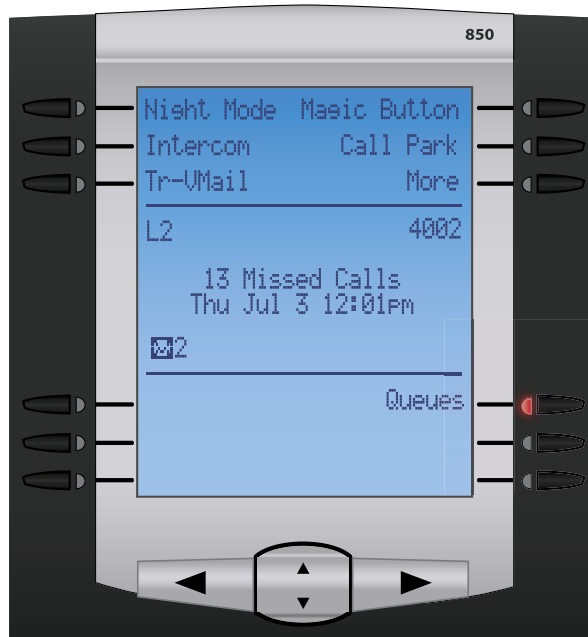
The screen above shows that you are currently logged out of the queue. Press the logon button to join the queue and start accepting calls from the queue.



Now enter your password to join the queue.



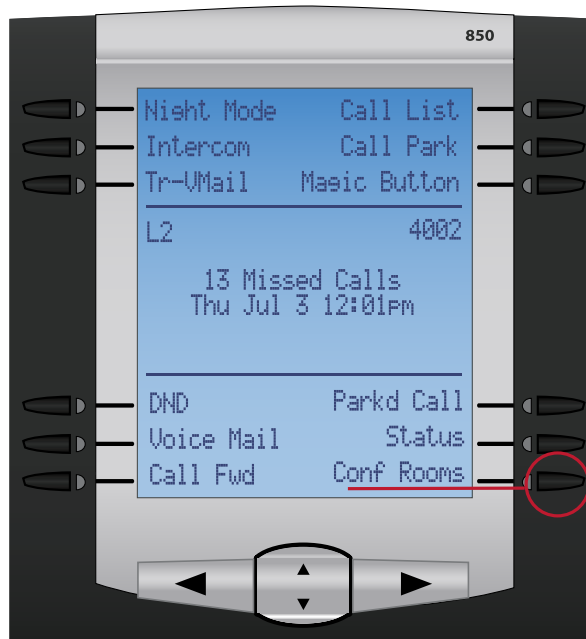
This screen now shows you are logged in and you have the ability to log off or pause yourself for things like wrap up time or to take a break. While you have yourself paused no calls will be sent to your phone. When done you can press the exit key.



If you are currently logged into any queues the light next to the queues button will be lit red as a reminder that you are an active agent in a queue.

Conference Rooms

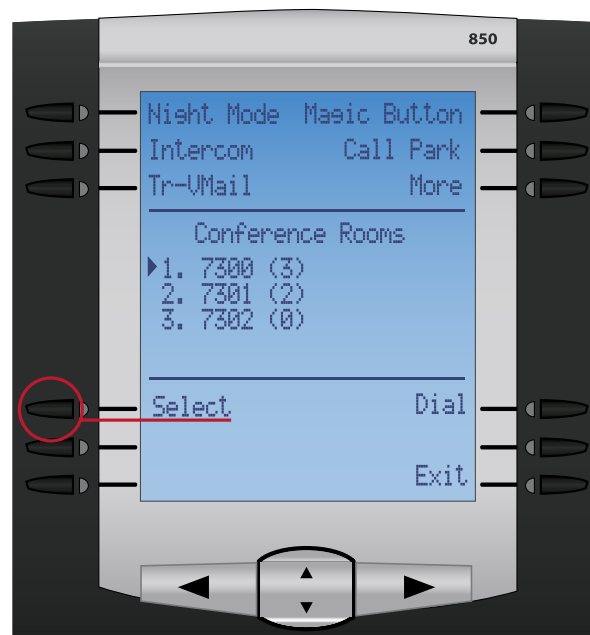
The Conference Room button is used for managing your conference rooms. It allows you to join different conference rooms and also see who is all in the conference room. It also gives you easy administrator control over muting and kicking people out of the conference room. To use this application press the Conf Room button on your phone.

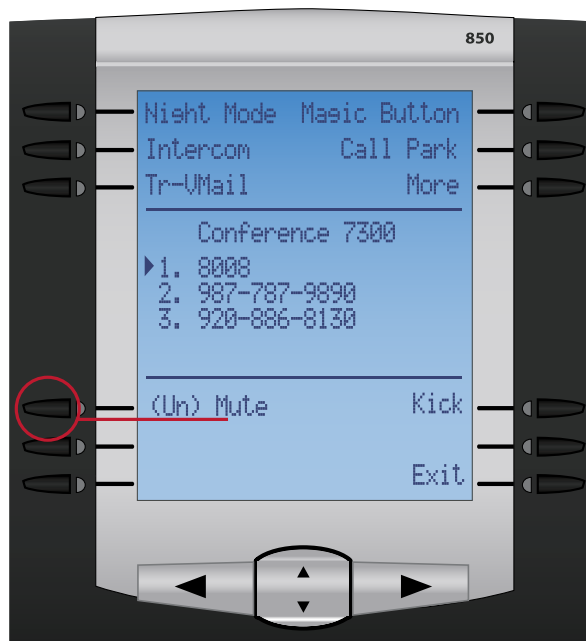


Your phone will now display each conference room that is configured on your phone system. You can use the up/down key to highlight the conference room number that you want to enter or dial. The number displayed inside the brackets for each conference room represents how many users are currently in the conference room.

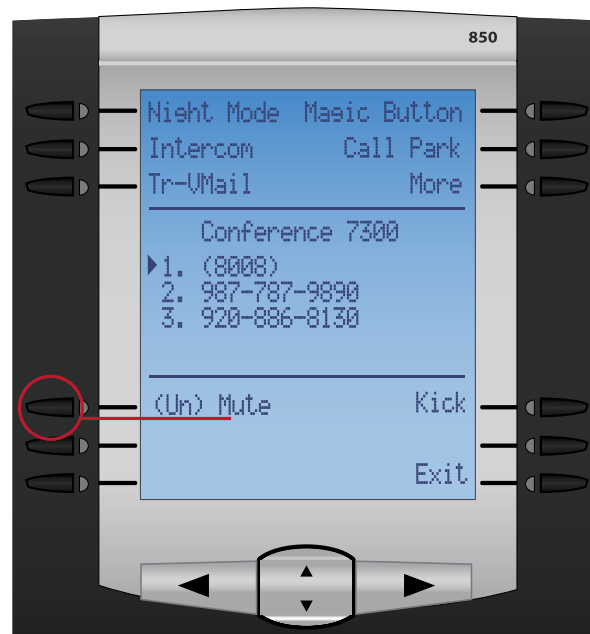
Enter-Pressing the enter button will display the following screen and give you a visual of all users in the conference room and allow you to mute/unmute users and kick users out of the conference room.

Dial-Pressing the dial button will join your phone to the conference room and display the following screen.





Your phone will now display each user defined by their extension number or phone number that is currently in the conference room that you entered. From here you can exit back to the previous screen or you can Kick or Mute/Unmute a specific user by using the up/down key to highlight the specific user and then press either the kick or Mute/Unmute buttons on the phone. The (Un) Mute button acts as a toggle for muting and unmuting users. When a user has been muted their extension number or phone number will be displayed in brackets as below.



If you enter a room that has no users or if all users in a specific conference room leave you will see the following screen.

