claricom
SOLUTIONS

Unified Communications Systems

User Guide

This manual provides an explanation of the functions considered most useful

to your company. The phone system is

capable of many additional functions not explained here.

Welcome to Claricom Solutions…

We would first like to thank you for choosing Claricom Solutions for your telecommunications needs. As you begin to explore the world of digital communications, you will find features that analog systems were never able to attain. Your new digital system can grow with your company; at any time you may request new phones or lines, new hardware, new phone numbers in different locations, and much more.

Your dealer has been trained to properly install your telecommunication system as well as provide end-user training. If you have any questions, please do not hesitate to ask during the training seminar. Claricom Solutions has also included a quick user guide that you can review at your convenience.

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I'm stuck. Who can I call?

If any issues are encountered during or after the install, your dealer is your first line of defense. You may call your dealer and ask basic questions; also you may ask for any extra features you may require. If your dealer is unavailable you may also contact Claricom's technical department (information below.)

Administrative, billing, and accounting
416 342 1690 Option 1

- Billing issues
- Administrative issues
- Accounting requests
- Porting of numbers
- Account changes

Sales and order processing
416 342 1690 Option 3
sales@claricom.ca

- PO Changes
- Order advices
- Order questions

Technical support
416 342 1690 Option 2
support@claricom.ca

- Non-operational issues
- System changes
- Additional features requests
- Phone number changes (Toll free, local numbers, SIP Trunks)
- Feature changes

Using your phone

Usual Calling Methods

General Information – You never have to select a line – the system does it automatically. You may however decide to select a specific line by pressing the side buttons. You can cancel your dialing or disconnect your call by pressing the **X** button at anytime. To start, there are 3 basic types of calls that you can make.

1. **From your desk to an internal number –** Key in the extension of a peer and press the check mark button.
2. **From your desk to an external number –** Dial the telephone number. For international calls you may need to press check mark or pick up handset.
3. **From a cell phone that is Linked**
    a. When a system **user** calls their company from a cell phone that has been programmed into the system, the auto attendant recognizes the callers ID, and offers a special menu. Once you call the company number, you will hear:
        - **Press 1** - To place an outbound call. This will assign any long distance charges to the office line.
        - **Press 2 –** To go to the mailbox. You will be transferred to your own mailbox.
        - **Press 3 –** To dial an extension. You will enter the extension you want to reach.

Other Calling Techniques

General Information – Your outgoing calls can be managed through various star codes. See below for details on these functions.

1. **Placing calls without Caller ID**
   a. ***67 –** To place a call, without showing your caller ID, note that the caller ID will remain blocked for all further calls until you dial *68.
   b. ***68 –** To have your caller ID properly displayed.
   c. ***69 Last Call Return –** Dial the number of the last call that was missed.
2. ***66 Redial –** Redial last number called.
3. **Directly to Voicemail –** A call can be redirected directly to voicemail by dialing **8** before the extension. For example, if the extension is 222, if you dial 8222, the phone would not ring, but go directly to the voicemail for ext. 222.
4. **Conference**

   a) This feature can establish a three party conference.
      i. To establish a conference, put your first call on hold using the hold button.
      ii. Dial the number you would like to conference. Once the new call is established, press the conference key**.**
      iii. All three active calls are now joined.

Receiving Calls

1. **Caller ID Treatment**
   a) Allows the system to reject callers who are not revealing their identity through Caller ID.
      i. *88 – To turn on blocked Caller ID.
      ii. If you have your busy forward on, the call will be forwarded to the appropriate number.
      iii. If not on, system will play an announcement to the caller advising their call cannot be taken because of blocked Caller ID.
      iv. *89 – To allow anonymous calls.

2. **Putting a Call on Hold**
   a. A call can be placed on hold by pressing the hold button.
   b. Return to the call by:
      i. Pressing the hold button again.
      ii. Pressing the checkmark.
      iii. Pick up the handset, if you placed it back on the hook when you placed them on hold.
      iv. Pressing the phone line they are on.

Audio Device Controls

1. **Basic Functions**

a) The volume of the current audio device being used can be adjusted by using the volume key. For example, if the phone is in use with the handset, the volume on the handset will change. If there is no call in progress, it will change the ringer volume.

b) To choose an audio device, you would select the appropriate device to use, or pick up the handset for handset mode.

c) Audio operation modes can be alternated during an active call as well by re-selecting an audio device, or picking up the handset if in other modes.

d) **Mute / Un-mute**

   i. This allows you to mute the microphone of the audio device during a call (i.e. the other party cannot hear you). Un-mute the microphone to resume normal conversation.

   ii. The screen will show your phone has been muted by giving the option to un-mute.

e) **Multiple Speaker Mode**

   iii. This option allows 2 speakers to be used simultaneously.

   iv. It is only available during an active call.

   v. To listen to hands free speaker and another audio device, press the key below the speaker icon on the screen of the phone.

   vi. To return to either just the handset or headset, press the key below the speaker icon.

Call Pick Up/Park and Retrieve

General information – These features allow various extensions to pick up calls.

1. **Call Pick Up –** Any extension that is ringing can be picked up by dialing ***87.**
   a. If the phone administrator configured a strict policy, you may only be able to pick up extensions in your hunt group.

2. **Call Park and Retrieve –** A call can be parked, to be picked up by an unspecified extension.
   a. To park, put call on hold, then dial ***85.**
   b. Any extension can dial ***85** to pick up the parked call.

Auto Attendant

General information – Auto Attendants are designed to guide a caller through the options of a voice menu. Typically set to answer and route incoming calls. Elovate will initially set up your auto attendant. This will include routing calls to your ACC and Claims Department. If you want to change the recording on your Auto Attendant, follow the instructions below.

1. **Recording Prompts for Auto Attendants**
   a. Dial ***97 +** account number of Auto Attendant.
   b. You will be prompted to record your announcement.
   c. Press the [×] when completed. Hanging up will also work, but the noise of the hang-up will be recorded.

Call Data Record

General Information – Call Data Record provides the details of the last call on the phone. If you know you need to call the person back, but do not have their phone number, this feature will help you.

1. To receive a data record, dial ***63** after the call, the system will send you an email with the following:
    a. Phone number that originated the call.
    b. The number dialed.
    c. The data and time the call started.
    d. The duration of the email.

    Note: This will only work if your email has been setup in the system. If you are unsure if it has been, contact your dealer.

Using Internet

General Information – When using a phone through the internet, you may think you will need two ports. One for the phone and one for your computer. You do not need this.

1. There is only a need for one Ethernet port available from a switch or router.
2. You will need two Ethernet cables.
3. One cable will go from your internet connection (router or modem) to the port marked "NET".
4. The other cable will go from the port marked "PC" to port on your computer.
5. Your internet connection will go through the phone. Note that if the phone is turned off so will the connection on your computer.

Voice Mailbox

General Information – Voicemail is a system for answering and routing telephone calls, for recording, saving, and replaying messages. In your package, we have included a quick reference guide for voicemail.

1. **To Access Voicemail** dial ***98** or your extension.
2. **Picking Up Messages –** Once you access your voicemail, you will have the following options:

Press	Function
1	Listen to Messages
2	Stop/Resume Playback
3	Fast Forward the Playback. Press Twice for even Faster
4	Play the Announcement again, without time and caller information
5	Play the Announcement again, with the time and caller information
6	Move or copy message to another extension
7	Delete the message and move to the next message
8	Call the phone # that left the phone message. If Call ID is registered
9	Save the message
0	Help

3. **Forwarding to Email –** If you would also like to have your voicemails sent as an attachment to your email address, you can use the star codes below:

    c. ***95** to turn on.
    d. ***96** to turn off.

4. **Message Waiting Indicator –** Visually indicates new voicemails. A red or yellow blinking light means there is a message.

Call Redirection

General Information – If you are away from your phone, you can have your incoming calls automatically rerouted to another extension or phone number. You can request the forwarding to occur, always, when busy, or when you don't answer. There are two ways to redirect your phone calls. It can be completed by using the menu button or star code. Please see below for full details on call redirection:

1. **Always –** All phone calls are directed to forwarded number.

    a. To use the **menu** button, press
        i. Press the key that corresponds with "**Always**".
        ii. **Always Target** – Input the phone number that the phone should always be forwarded to, then checkmark
    b. Using Star Codes (*preferred method*) – if using this method a rep can remotely disable the forwarding.
        i. ***71** then the phone number to be forwarded to.
        ii. ***72** to disable.

2. **Time-Out –** Call forwarding is active when the time (in seconds) entered has passed without the line being answered

    a. Using **Star Codes**
        i. ***75** then the phone number to be forwarded to.
        ii. ***76** to deactivate.

3. **Busy –** Incoming calls are immediately forwarded when the phone is in use.

    a. To use **Menu** button, press
        i. Press the key that corresponds with "**Busy**".
        ii. **Busy Target** – input the phone number that the phone should be forwarded to when busy.
    b. Using **Star Codes** (*preferred method*) – if using this method a rep can remotely disable the forwarding.

        i. ***73** then the phone number to be forwarded to.
        ii. *74 to disable

Do Not Disturb

General Information – Turn on to stop the phone from ringing.

1. Your call will be forwarded to voicemail, unless it is already **always** forwarded to another number.

    There are two ways to activate DND:
    a. Using **Star Codes**
        i. ***78** to turn on.
        ii. ***79** to turn off.

    b. Using the DND key. Press ⊖
        i. Press the DND key to activate and de-activate "Do Not Disturb".

        ii. The display screen will show the following when DND is activated: ⊖ DND

Transfers

General Information - A transfer is a way that a user can relocate an existing call to another telephone or attendant console by using the transfer button and dialing the required location. The transferred call is either Unattended or Attended.

1. **Unattended Transfer (Blind) –** Transferring a call without notifying the desired party/extension of the impending call.
   a. To initiate an unattended transfer:
   b. Press the transfer button
   c. Dial the extension you are transferring to and then the checkmark.

2. **Attended Transfer –** The desired party/extension is notified of the impending transfer.
   a. To initiate an attended transfer, put the caller on hold.
   b. Dial the number to which you are transferring the call.
   c. Press the transfer button when you are ready to complete the transfer.
   d. If you would like to go back to the person you put on hold, press the hold button.

3. **Directly to Voicemail**
   a. You can transfer a call directly to voicemail, by pressing 8 before dialing the extension. This will stop the phone from ringing. This could be used when you know someone is not available, and the person on the line wants to leave a voicemail.

4. If your system is designed as a key system (ask your dealer), then you can put a person on hold by pressing the hold button , and handing up. You can notify the desired party to pick up the line corresponding with the caller. The party simply needs to press the line and pick up the handset.