USER GUIDE
V3.0

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TABLE OF CONTENTS

1. Cisco 7941 Handset 3

1.1 Placing a Call 3
1.2 Receiving a Call 3
1.3 Hold 3
1.4 Mute 3
1.5 Three Way Conferencing 4
1.6 Transferring a Call 4
1.7 Voice Mail 4
1.8 Forwarding Calls: Turn ON 4
1.9 Forwarding Calls: Turn OFF 4

2. PolyCom 430 Handset 5

1.10 Handset Quick Reference 5
1.11 Placing a Call 5
1.12 Receiving a Call 6
1.13 Hold 6
1.14 Mute 6
1.15 Three Way Conferencing 6
1.16 Splitting a Conference 6
1.17 Transferring a Call 6
1.18 Voice Mail 6
1.19 Forwarding Calls: Turn ON 7
1.20 Forwarding Calls: Turn OFF 7

3. PolyCom 601 Handset 8

3.1. Handset Quick Reference 8
3.2. Placing a Call 8
3.3. Receiving a Call 9
3.4. Hold 9
3.5. Mute 9
3.6. Three Way Conferencing 9
3.7. Splitting a Conference 9
3.8. Transferring a Call 9
3.9. Voice Mail 10
3.10. Forwarding Calls: Turn ON 10
3.11. Forwarding Calls: Turn OFF 10

4. Toolbar 11

4.1. Toolbar Quick Reference 11
4.2. Placing a Call using the Dial Number Box 12
4.3. Placing a Call from your Outlook Contacts 12
4.4. Receiving a Call 12
4.5. Call Forwarding Always 13
4.6. Call Forwarding No Answer 13
4.7. Call Forwarding Busy 14
4.8. Do Not Disturb 14
4.9. Web Express 14
4.10. CommPilot Express: None 15
4.11. CommPilot Express: Available in Office 15
4.12. CommPilot Express: Out of Office 15
4.13. CommPilot Express: Busy 16
4.14. CommPilot Express: Unavailable 16
4.15. Simultaneous Ringing 17
4.16. Automatic Callback 17
4.17. Remote Office 17
4.18. Voice Management 17
4.19. Toolbar Links 18

5. TeloPortal 18

5.1. Logging In 19
5.2. Editing Your Password 19
5.3. Call Forwarding Always: Turn Forwarding ON 20
5.4. Call Forwarding Always: Turn Forwarding OFF 21
5.5. Call Forwarding Busy: Turn Forwarding ON 21
5.6. Call Forwarding Busy: Turn Forwarding OFF 22
5.7. Call Forwarding No Answer: Turn Forwarding ON 22
5.8. Call Forwarding No Answer: Turn Forwarding OFF 23
5.9. Feature Access Codes Section 23

6. Additional Telovations Information 24

6.1. Telovations E-mail 25
6.2. Online Billing 25

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1. Cisco 7941 Handset

The following chapter contains basic instructions on how to use a Cisco 7941 Handset.

1.1 Placing a Call

Lift the handset and dial the number.

For hands free speaker mode: press the SPEAKER button then dial the number.

To dial a number from your Directories:
For Missed Calls

1. Press the DIRECTORIES button.
2. Press the Select soft key to select Missed Calls from the Directory menu. The call history for missed calls is displayed on the LCD screen.
3. Press the Dial soft key to speed dial the highlighted number, as displayed, from the missed call list.

For Received and Placed Calls

1. Press the DIRECTORIES button.
2. Press the Scroll key to select the desired call history option: Missed Calls, Received Calls, Placed Calls, or Personal Directory.
3. Press the Select soft key to display the selected call history list.
4. Press the Scroll key to scroll through the numbers listed in the selected call history list.
5. Press the Dial soft key to speed dial the highlighted number from the call history list.

1.2 Receiving a Call

Lift the handset, **OR** press the SPEAKER button or the Answer soft key for hands free speaker mode.

1.3 Hold

During a call, press the Hold soft key.

To retrieve the call, press the Resume soft key.

1.4 Mute

During a call, press the MUTE button.
To turn off Mute, press the MUTE button again.

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1.5 Three Way Conferencing

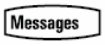
1. Place a call to the first party.
2. Press the Cnfrnc soft key to create a new call (the active call is placed on hold).
3. Dial the phone number of the second party.
4. When the second party answers, press the Cnfrnc soft key again to join all parties in the conference.

1.6 Transferring a Call

1. During a call, press the More soft key and then press the Trnsfer soft key (the active call is placed on hold).
2. Dial the number to which you want to transfer the call.
3. Press the Trnsfer soft key again to complete the transfer. This can be done as soon as the ring back sound is heard or you can wait until the third party answers and talk to them before completing the transfer.
4. Hang up if the party accepts the call. If the party refuses the call, return to the original call by pressing the Resume soft key.

1.7 Voice Mail

Received messages will be indicated by a flashing Message Waiting Indicator LED on the front of the phone and optionally a visual notification on the display. To listen to voice messages:

1. Press 

2. Your phone will ring your Voice Portal.
3. Enter your pass code, followed by the # key.
4. Follow voice prompts to listen to your messages.

1.8 Forwarding Calls: Turn ON

1. Press the CFwd soft key.
2. When the dial tone is heard, enter a number to forward all future calls to.
3. When finished dialing, verify Forwarded to xxxxxxxxxx is displayed above the soft keys on the LCD screen.

1.9 Forwarding Calls: Turn OFF

1. Press the CFwdALL soft key.

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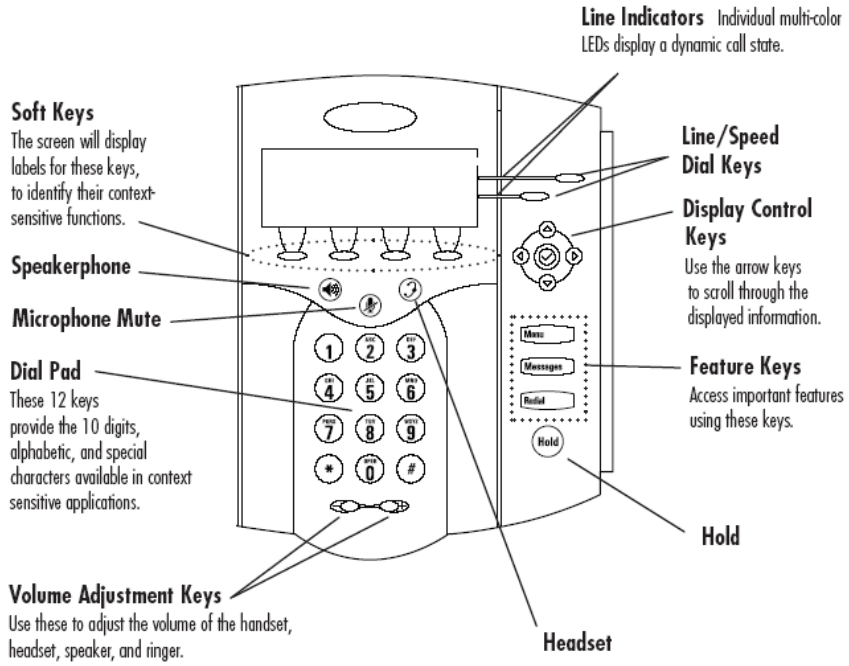
2. PolyCom 430 Handset

The following chapter contains basic instructions on how to use a PolyCom Sound Point IP 430 Handset.

1.10 Handset Quick Reference



1.11 Placing a Call

Lift the handset and dial the number.

For hands free speaker mode: press then dial the number.

To dial a number from your call logs, use the arrow keys to find a number from your call lists or speed dial index. Highlight the number you want to call and press the Dial key to complete the call.

Up Arrow: Speed Dial Info
Right Arrow: Placed Calls Log
Left Arrow: Received Calls Log
Down Arrow: Missed Calls Log

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1.12 Receiving a Call

Lift the handset. **OR** Press for hands free speaker mode.

1.13 Hold

During a call, press or the Hold soft key.

To retrieve the call, press the Resume soft key.

1.14 Mute

During a call, press the LED on the phone lights up and a flashing microphone on the display indicates that the other party cannot hear you.

To turn off Microphone Mute, press again.

1.15 Three Way Conferencing

5. Place a call to the first party.
6. Press the Cnfrnc soft key to create a new call (the active call is placed on hold).
7. Dial the phone number of the second party.
8. When the second party answers, press the Cnfrnc soft key again to join all parties in the conference, or press the Split soft key to put the first call on hold and keep the second call as the active call.

1.16 Splitting a Conference

When a conference has been established, a Split soft key is available. Pressing the key will split the conference into two calls on hold.

1.17 Transferring a Call

5. During a call, press the Trnsfr soft key (the active call is placed on hold).
6. Dial the number to which you want to transfer the call.
7. Press the Trnsfr soft key again to complete the transfer. This can be done as soon as the ring back sound is heard or you can wait until the third party answers and talk to them before completing the transfer.

A blind transfer (without consultation) can be made by pressing the Blind soft key.

1.18 Voice Mail

Received messages will be indicated by a flashing Message Waiting Indicator LED on the front of the phone and optionally a visual notification on the display. To listen to voice messages:

5. Press
6. Your phone will ring your Voice Portal.
7. Enter your pass code, followed by the # key.
8. Follow voice prompts to listen to your messages.

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1.19 Forwarding Calls: Turn ON

4. Press the Fwd soft key from the phone's idle display.
5. Enter a number or URL to forward all future calls to.
6. Press the Enable soft key to confirm Call Forwarding. A moving arrow replaces the usual indicator for that line to confirm Call Forwarding enabled.

1.20 Forwarding Calls: Turn OFF

2. Press the Fwd soft key from the phone's idle display.
3. Press the Disabl soft key. The line indicator will now display the regular icon.

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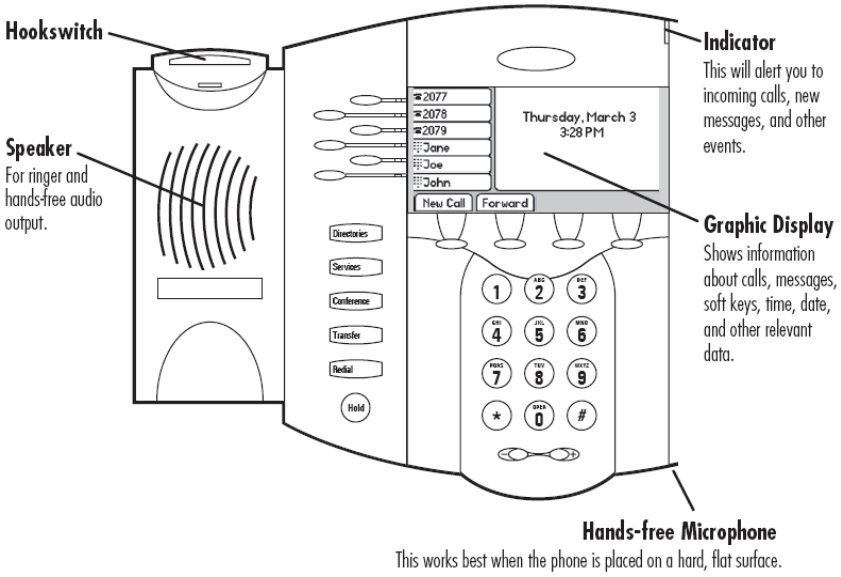
3. PolyCom 601 Handset

The following chapter contains basic instructions on how to use a PolyCom Sound Point IP 601 Handset.

3.1. Handset Quick Reference



3.2. Placing a Call

Lift the handset and dial the number.

For hands free speaker mode: press and then dial the number.

To dial a number from your call logs, use the arrow keys to find a number from your call lists or speed dial index. Highlight the number you want to call and press the Dial key to complete the call.

Up Arrow: Speed Dial Info
Right Arrow: Placed Calls Log
Left Arrow: Received Calls Log
Down Arrow: Missed Calls Log

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3.3. Receiving a Call

Lift the handset, or press for hands free speaker mode.

3.4. Hold

During a call, press or the Hold soft key.

To retrieve the call, press the Resume soft key.

3.5. Mute

During a call, press . The button lights up to indicate that the other party cannot hear you.

To turn off Microphone mute, press again.

3.6. Three Way Conferencing

1. Place a call to the first party.
2. Press or the Confrnc soft key to create a new call (the active call is placed on hold).
3. Dial the phone number of the second party or use the arrow keys to access speed dial numbers, missed, placed and received call lists. From one of these lists press the Dial soft key.
4. When the second party answers, press or the Confrnc soft key again to join all parties in the conference, or press the Split soft key to put the first call on hold and keep the second call as the active call.

A conference may be created at any time between an active call and a call which is on hold (on the same line or another line) by pressing the Join soft key.

3.7. Splitting a Conference

When a conference has been established, a Split soft key is available. Pressing the key will split the conference into two calls on hold.

3.8. Transferring a Call

1. During a call, press the Trnsfr soft key (the active call is placed on hold).
2. Dial the number to which you want to transfer the call.
3. Press the Trnsfr soft key again to complete the transfer. This can be done as soon as the ring back sound is heard or you can wait until the third party answers and talk to them before completing the transfer.

A blind transfer (without consultation) can be made by pressing the Blind soft key.

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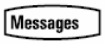
3.9. Voice Mail

Received messages will be indicated by a flashing Message Waiting Indicator LED on the front of the phone and optionally a visual notification on the display. To listen to voice messages:

9. Press 

10. Your phone will ring your Voice Portal.
11. Enter your pass code, followed by the # key.
12. Follow voice prompts to listen to your messages.

3.10. Forwarding Calls: Turn ON

1. Press the Fwd soft key from the phone's idle display.
2. Enter a number or URL to forward all future calls to.
3. Press the Enable soft key to confirm Call Forwarding. A moving arrow replaces the usual indicator for that line to confirm Call Forwarding enabled.

3.11. Forwarding Calls: Turn OFF

1. Press the Fwd soft key from the phone's idle display.
2. Press the Disabl soft key. The line indicator will now display the regular icon.

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4. Toolbar

Telovations Telephony Toolbar is a desktop communicator that works with your telephone handset. Working through Microsoft applications like Outlook and Exchange, you can easily manage all of your everyday communications in one place. The following chapter contains basic instructions on using your Telovations Toolbar.

4.1. Toolbar Quick Reference

Connect: This shows if you are logged into the Telovations platform.

Options: Where you enter login during initial set-up and configure general connection settings.

Services: Configure call control features and Voice Messaging Options.

Remote Office: Enable a remote location (home, hotel) to act as your work phone.

Simultaneous Ringing: This allows you to set up a list of up to ten additional phone numbers that ring each time you receive a call.

Web Express: Enable pre-configured profiles – None, In Office, Out of Office, Busy, and Unavailable.

Call Forward Always: Turn on/off the ability to forward all incoming calls to a specified phone number.

Call Forward No Answer: Turn on/off the ability to forward all incoming calls to a specified phone number if your phone isn't answered after a specified number of rings.

Call Forward Busy: Turn on/off the ability to forward all incoming calls to a specified phone number if your phone is busy.

Do Not Disturb: Turn on/off the ability to send calls directly to voice-mail busy greeting.

Speed Dial 8/100: Click to view or call Speed Dial contacts.

Call History: View missed, dialed, and received calls.

Personal Directory: Access your personal directory.

Group Directory: Access the company-wide group directory.

Search: Perform a keyword search of directory listings.

Toolbar: Contains conferencing and informational links.

Dial Number: Remembers the last 10 dialed numbers for quick selection.

Answer answers an incoming call.

Hold: Place an active call on Hold.

Voice mail: Transfer an active call to voice mail, or dial your voice portal.

Transfer: Transfer an active call to another party.

End: Disconnect an active call.

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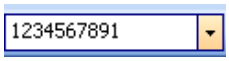
4.2. Placing a Call using the Dial Number Box

To place a call using the dialing box:

1. Highlight the Dial Number box.

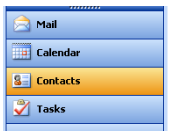
2. Type in the number you wish to dial.



3. Press the Enter key.

4.3. Placing a Call from your Outlook Contacts

1. Open Outlook and click on the Contacts item in the Folder list.



2. Select the contact you wish to call from the contact list.

3. Use the Dial Contact pull down list from the Telovations Telephony Toolbar to select the contact phone number you wish to dial (Business, Home, or Mobile).

4.4. Receiving a Call

Pick up your handset.

OR

Click on the popup notification if you have an Advanced Call Control (ACC) compliant phone.

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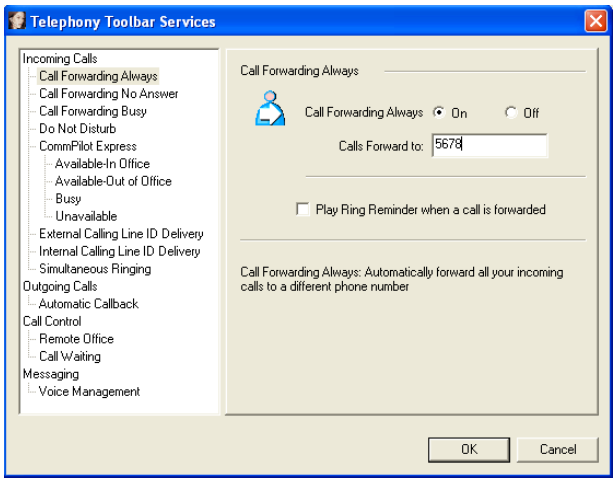
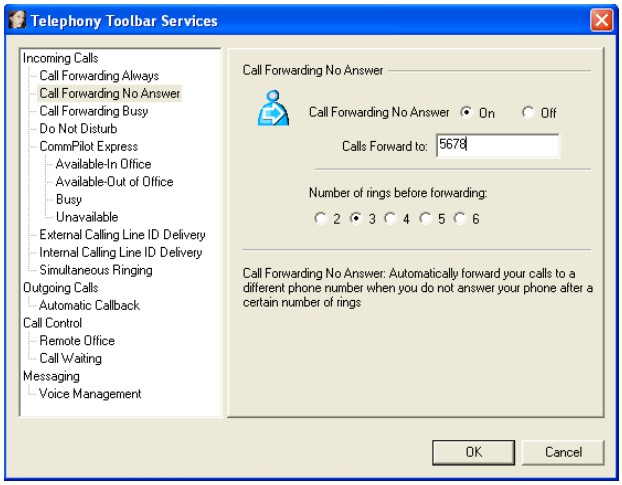
4.5. Call Forwarding Always

This option forwards all incoming calls to a specified phone number. A reminder ring can also be played to alert the user to the call-forwarding option being selected. The settings can be changed via the Services button. When this service is activated, the icon in the toolbar changes to .



4.6. Call Forwarding No Answer

This option forwards all incoming calls to a specified phone number when your phone is not answered after the selected number of rings occur. The settings can be changed via the Services button. When this service is activated, the icon in the toolbar changes to .



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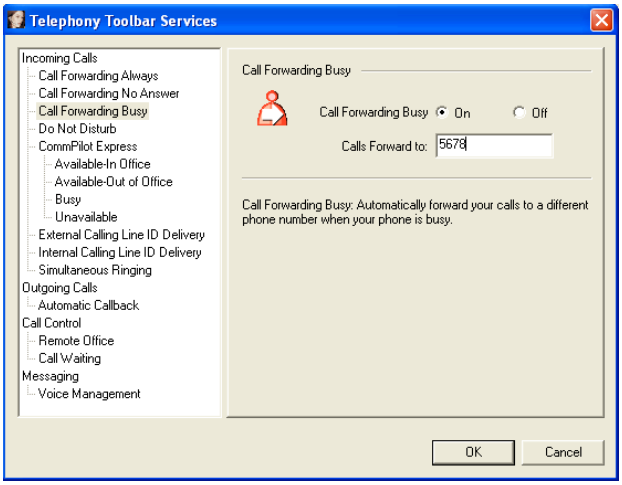
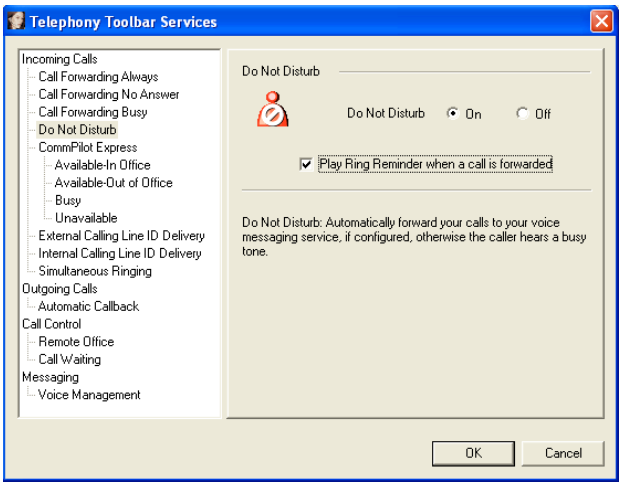
4.7. Call Forwarding Busy

This option forwards all incoming calls to a specified phone number when all the lines on the phone are in use. The settings can be changed via the Services button. When this service is activated, the icon in the toolbar changes to .



4.8. Do Not Disturb

This feature allows all incoming calls to be forwarded to a voice messaging service, with notification of the user when this occurs, if desired. The settings can be changed via the Services button. When this service is activated, the icon in the toolbar changes to .



4.9. Web Express

Web Express (CommPilot Express) provides the ability to configure and manage inbound call flows. Web Express allows you to configure up to four profiles to control inbound calls. Even when you're off-site you can still manage your profiles on the Web or on the phone. With Web Express, you can work efficiently without unnecessary interruption and manage calls based on your schedule and preferences.

IMPORTANT NOTE: You should not configure other services, such as Call Notify, Call Forwarding, or Simultaneous Ring if you use Web Express.

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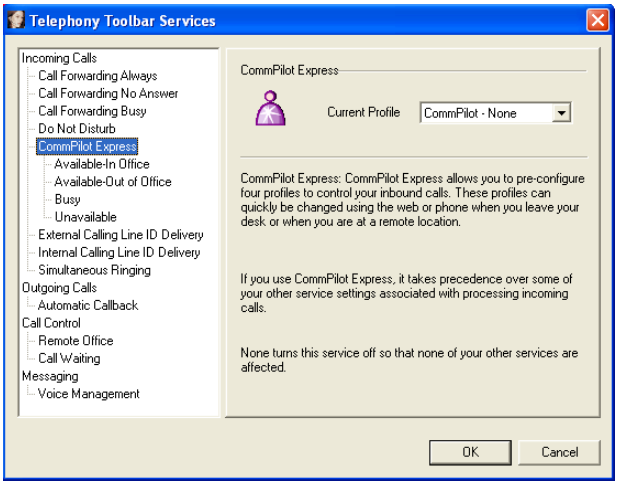
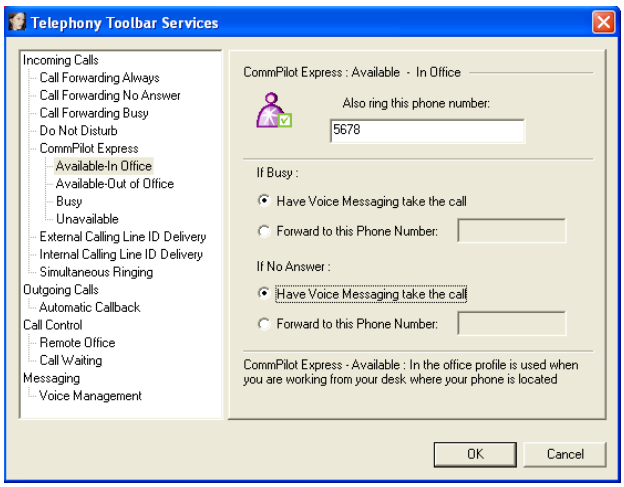
4.10. CommPilot Express: None

Selecting this option will not use any of Web Call Manager's profiles. Any other services that may be activated will be used to handle incoming calls.



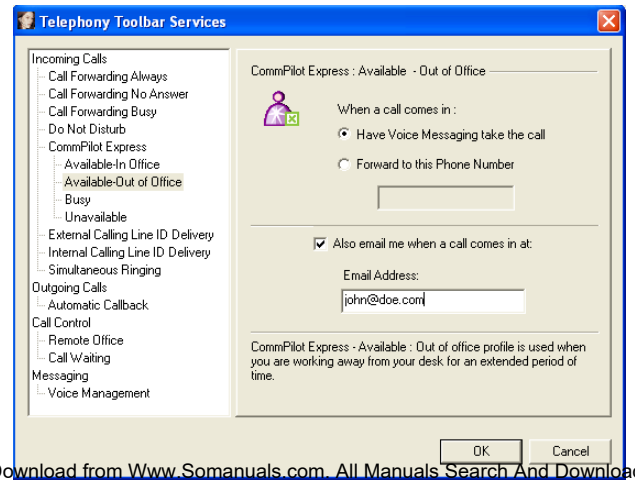
4.11. CommPilot Express: Available in Office

This profile provides the facility to indicate how calls are handled when the user is located in the office. The user can enable incoming calls to ring at additional phones and setup voice messaging to take calls.



4.12. CommPilot Express: Out of Office

This profile enables the user to dictate how calls are handled when he/she is out of the office, but available to receive calls. Calls can be forwarded to different phones and notification e-mails can be sent.



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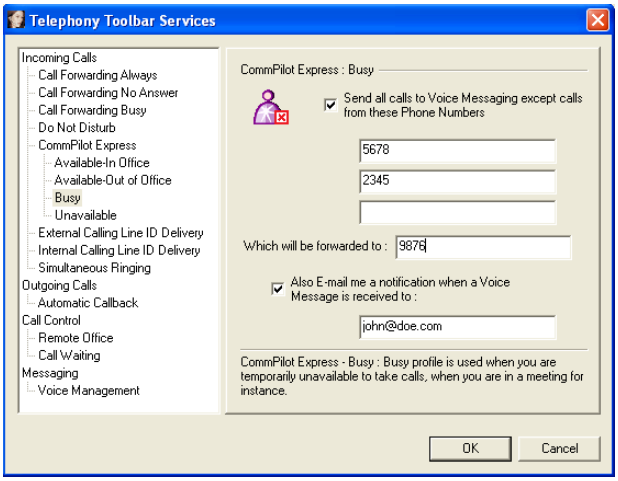
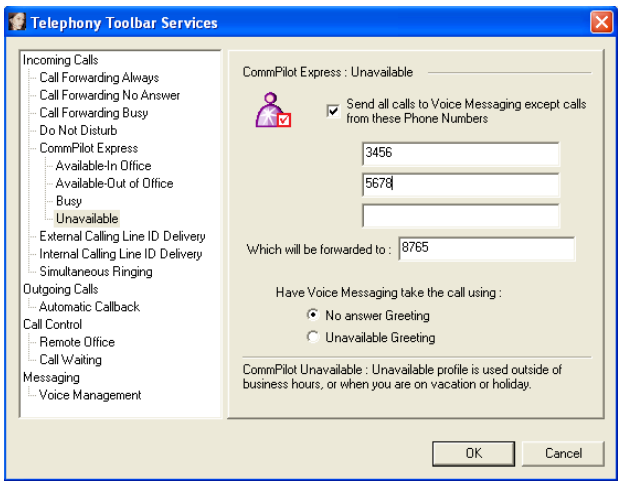
4.13. CommPilot Express: Busy

With this profile users can indicate how calls are to be handled when they are busy. Calls from selected numbers can be forwarded, calls can be sent to Voice Messaging, and an e-mail notification can be sent when a call is received.



4.14. CommPilot Express: Unavailable

This profile enables users to specify how calls are handled when they are not available. For example when you are on vacation, calls from selected numbers can be forwarded and users can specify a Voice Messaging greeting to be heard by all callers.



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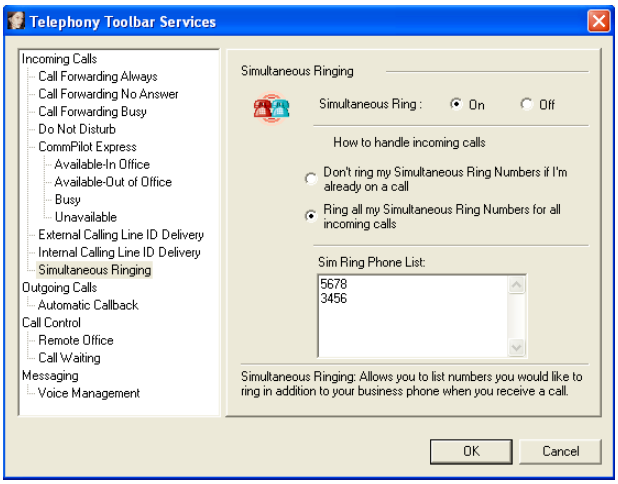
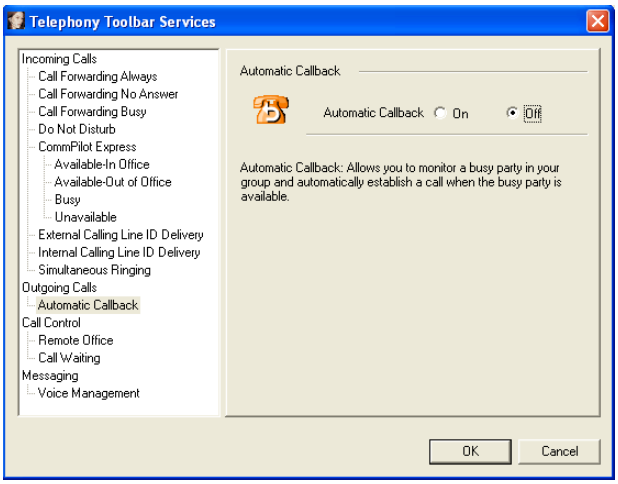
4.15. Simultaneous Ringing

This feature enables the Toolbar to alert other phones when incoming calls are received. The user has the option of disabling this service during calls.



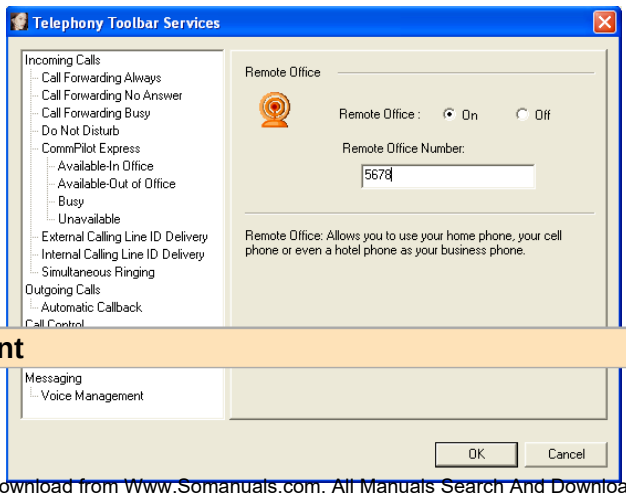
4.16. Automatic Callback

This feature allows a Toolbar user to monitor a busy party in your group and automatically establish a call when the busy party is available.



4.17. Remote Office

This feature allows the use of another phone instead of the normal business phone.



4.18. Voice Management

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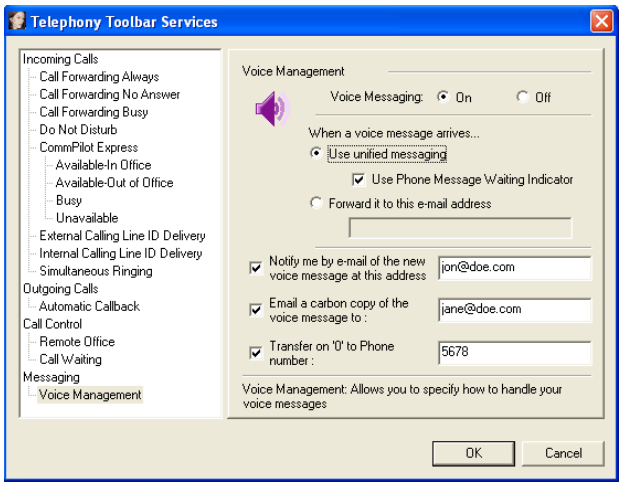
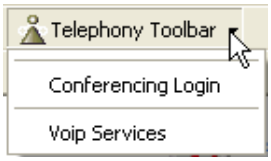
Voice Management allows users to specify how voice messages are handled. Unified messaging allows voice messages to be captured and forwarded to a particular e-mail address. The Phone Message Waiting Indicator is a visual reminder on the phone that a message has been recorded. Furthermore, e-mail notifications can be made of the recorded voice message.



4.19. Toolbar Links

The drop down list allows Toolbar users to access links to other Telovations Services. Services currently include:

- Conferencing
- VoIP Services



5. TeloPortal

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The TeloPortal is a Web site you can use to make changes to your phone settings and account. Many of the features in the Teloportal can also be changed through your handset or Toolbar. If you became a customer before 9/1/2006, you will login to the Web Portal. If you became a customer after 9/1/2006, you will login to the Teloportal.

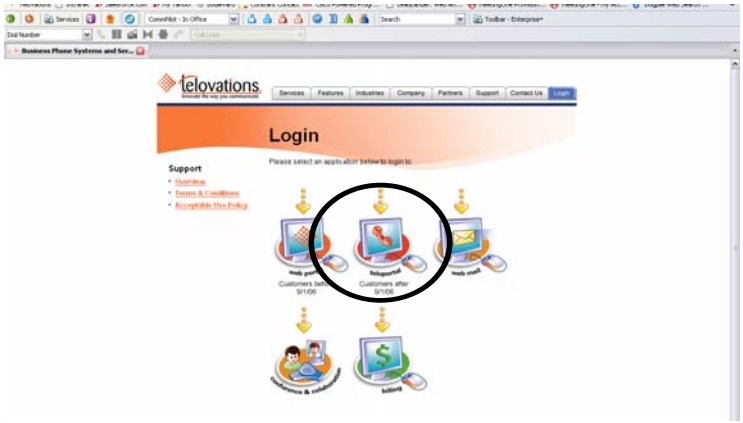
The following chapter is a brief look into a few of the tasks for which you can use the Web site. If you would like to read a more detailed explanation of how to use each feature, logon to www.telovations.com and visit the support link to download the entire manual.

5.1. Logging In

Take the following steps to open your Web Interface login page:

1. Launch Microsoft Internet Explorer (version 5.0 or higher).
2. Go to Telovations Web address: www.telovations.com.
3. Click on the Login tab.

4. Click on the TeloPortal link.
5. Fill in your user name and password.
6. Press Login.



5.2. Editing Your Password

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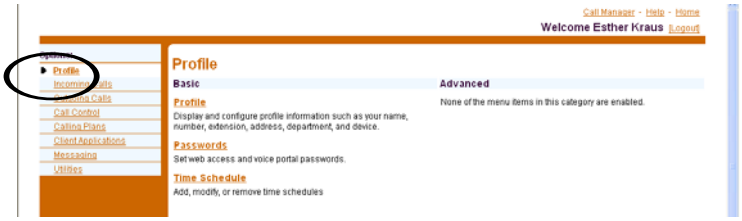
Use this procedure to reset your Web access or voice portal password. Note: If you reset your password, you will need to update the new password in your Toolbar under the options section.

1. Log in using the instructions listed on the previous page.
2. Click Profile on the Options menu.



3. On the *User – Profile Menu* page, click Passwords. The *User- Passwords* page appears.

4. Click the radio button to indicate which password you are changing. To change the password that gets you into the Web Interface Portal, click Set Web access password. To change the password for your voice messaging options, click Set voice portal password.
5. Type your current password. Type the password exactly as you do when logging into the system, including capitalization.
6. Type your new password. Type the password exactly as you do when logging in to the system, including capitalization.
7. Type the new password again. Re-type the new password exactly as it was typed the first time, including capitalization.
8. Save your changes. Click OK. OK saves your changes and displays the previous page. To exit without saving, click Cancel to display the previous page. Web access passwords are alphanumeric combinations that must begin with a letter. Voice portal passwords are numeric characters only.

5.3. Call Forwarding Always: Turn Forwarding ON

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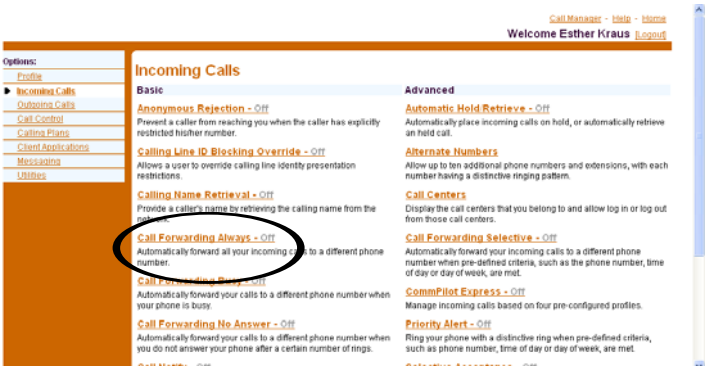
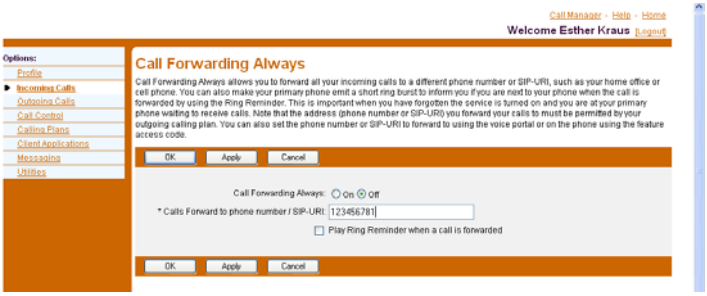
Use this procedure to redirect your calls to another number.

1. On the User – Incoming Calls menu page, click Call Forwarding Always. The *User – Call Forwarding Always* page appears.





2. For Call Forwarding Always, click "On".
3. Type the number to forward your calls to in the *Calls Forward to* text box (dashes, parentheses, or spaces are not necessary). If this number is not one assigned to the group, type the complete number: +<country code> <national number>. For example, "+1" must precede long distance calls within the U.S. This is required information when the service is on. The text box must be populated with a valid phone number.
4. To cause a short ring burst to be played at your office phone when a call is forwarded, check *Play Ring Reminder when a call is forwarded*.
5. Save your changes. Click Apply or OK. Apply saves your changes. OK Saves your changes and displays the previous page. To exit without saving, select another page or click Cancel to display the previous page.

5.4. Call Forwarding Always: Turn Forwarding OFF

1. On the *User – Incoming Calls* menu page, click Call Forwarding Always. The *User – Call Forwarding Always* page appears.
2. For Call Forwarding Always, click "Off".
3. Save your changes. Click Apply or OK. Apply saves your changes. OK Saves your changes and displays the previous page. To exit without saving, select another page or click Cancel to display the previous page.

5.5. Call Forwarding Busy: Turn Forwarding ON

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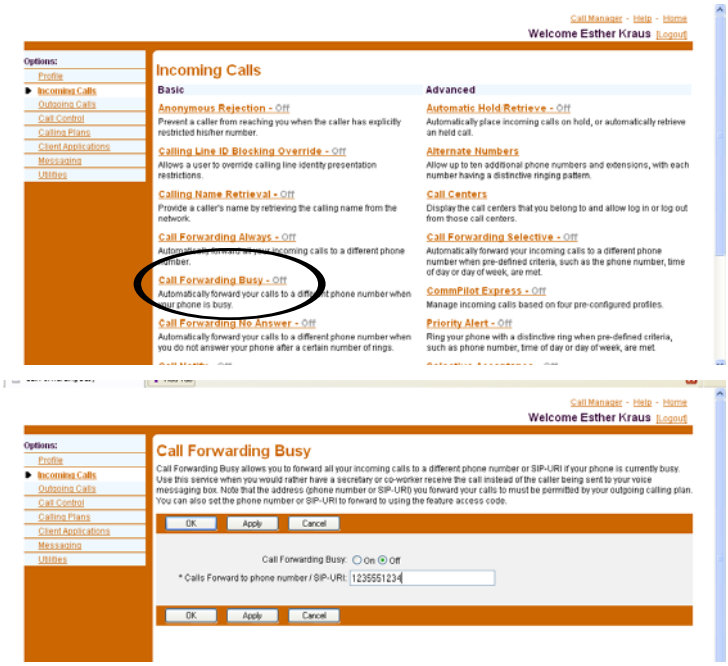
1. On the *User- Incoming Calls* menu page, click Call Forwarding Busy. The *User – Call Forwarding Busy* page appears.



2. Click "On" for Call Forwarding Busy.
3. Type the number to forward your calls to in the Calls Forward to text box (dashes, parentheses, or spaces are not necessary) If this number is not one assigned to the group, type the complete number: + <country code> <national number>. For example, "+1" must precede long distance calls within the U.S. This is required information when the service is on. The text box must be populated with a valid phone number.
4. Save your changes. Click Apply or OK. Apply saves your changes. OK Saves your changes and displays the previous page. To exit without saving, select another page or click Cancel to display the previous page.

5.6. Call Forwarding Busy: Turn Forwarding OFF

Use this procedure if you do not want to redirect your calls to another number when you are engaged in a call.

1. On the *User – Incoming Calls* menu page, click Call Forwarding Busy. The *User – Call Forwarding Busy* page appears.
2. Click "Off" for Call Forwarding Busy.
3. Save your changes. Click Apply or OK. Apply saves your changes. OK Saves your changes and displays the previous page. To exit without saving, select another page or click Cancel to display the previous page.

5.7. Call Forwarding No Answer: Turn Forwarding ON

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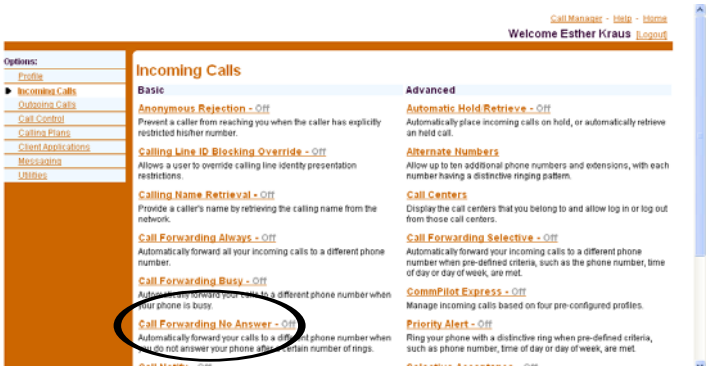
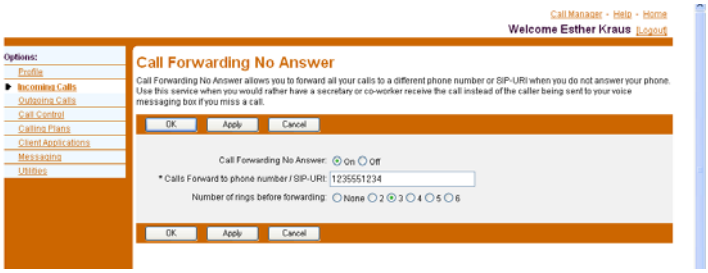
Use this procedure to redirect your calls to another number after a pre-defined number of rings.

1. On the *User – Incoming Calls* menu page, click Call Forwarding No Answer. The *User – Call Forwarding No Answer page* appears.





2. For Call Forwarding No Answer, click "On".
3. Type the number to forward your calls to in the Calls Forward to text box (dashes, parentheses, or spaces are not necessary). If this number is not one assigned to the group, type the complete number: +<country code> <national number>. For example, "+1" must precede long distance calls within the U.S. This is required information when the service is on. The text box must be populated with a valid phone number.
4. Click the button that indicates the number of rings before forwarding.
5. Save your changes. Click Apply or OK. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click Cancel to display the previous page.

5.8. Call Forwarding No Answer: Turn Forwarding OFF

Use this procedure if you do not want to redirect your calls to another number after a pre-defined number of rings.

1. On the *User – Incoming Calls* menu page, click Call Forwarding No Answer. The *User – Call Forwarding No Answer* page appears.
2. For Call Forwarding No Answer, click "Off".
3. Save your changes. Click Apply or OK**.** Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click Cancel to display the previous page.

5.9. Feature Access Codes Section

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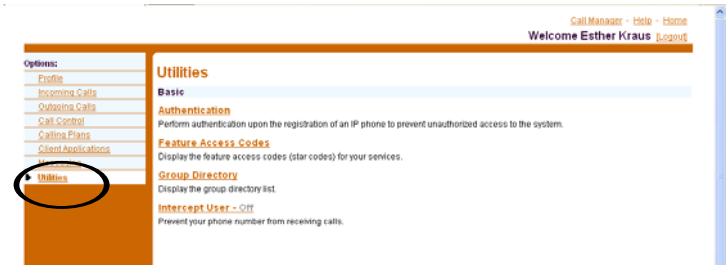
You use this page to display the functions you can perform by dialing a prefix, followed by an assigned two-digit code on your handset. However, if this feature has not been assigned to you, you see this message: You do not currently have any services which require Feature Access Codes.

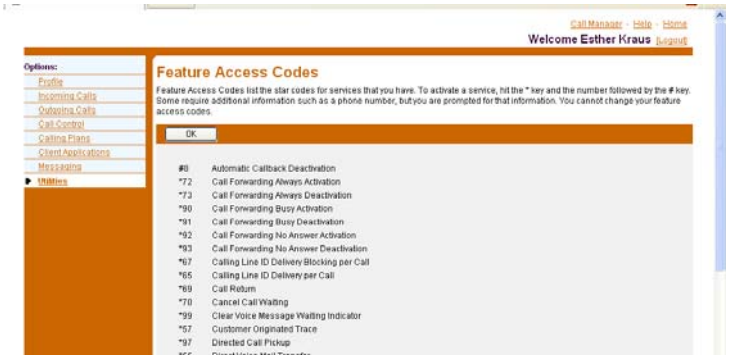
To perform the functions listed in the Feature Access Code section, dial the prefix (or the alternate prefix) followed by the two-digit feature code. You can activate and deactivate any of these services by dialing one of the allowed prefixes followed by the assigned two-digit code.

To get to the Feature Access Code Section use the following steps:

1. Click Utilities on the Options Menu.



2. Click the Feature Access Codes Link.



3. For additional instructions or definitions click on the Help link and a new page will pop up with more information about the codes.

6. Additional Telovations Information

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Telovations Contact Information:

Customer Service and Technical Support:

support@telovations.com

813.774.4370 - Option 1

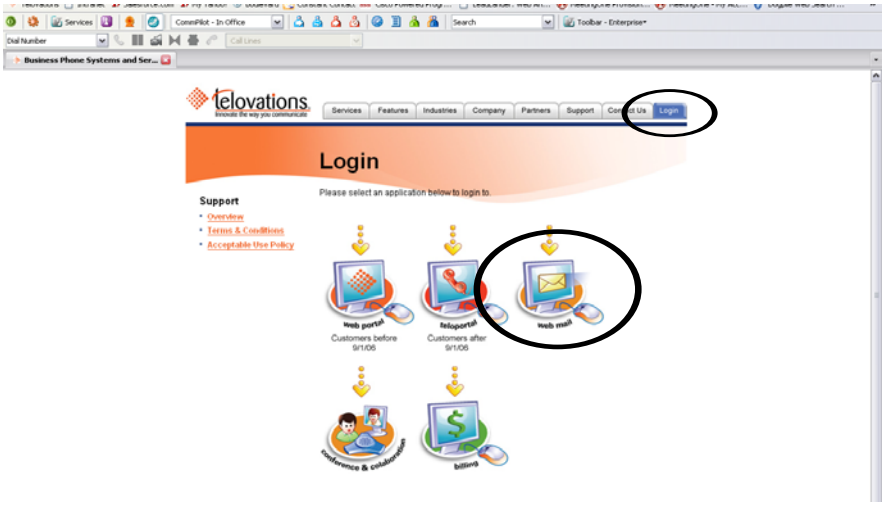
Billing Department:

billing@telovations.com

813.774.4370 - Option 3

6.1. Telovations E-mail

1. Launch Microsoft Internet Explorer (version 5.0 or higher).
2. Enter the Telovations Web address: www.telovations.com.
3. Click on the Login tab.
4. Click on the WebMail link.



5. Fill in your Username and Password.
6. Press Login.

6.2. Online Billing

1. Launch Microsoft Internet Explorer (version 5.0 or higher).

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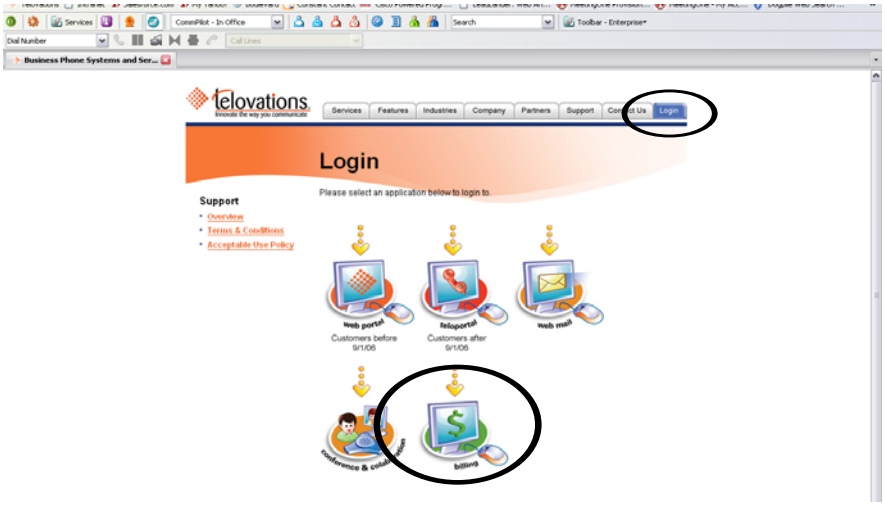
2. Enter the Telovations Web address: www.telovations.com.
3. Click on the Login tab.
4. Click on the Billing link.



5. Fill in your User ID and Password.
6. Press Log in.

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