

2019

SonicTel
Earth's Smartest Phone Service

Powered by
BroadSoft
Simplifying the Buyer's Journey



Polycom VVX 501 & 601 Series Telephone Sets

[SONICTEL WELCOME GUIDE]

Welcome to the Cloud! Thank you for choosing SonicTel as your managed service provider. This manual will guide you through the initial setup and teach you the basic functions of your new enterprise phone system.

Placing a Call

Using the handset:

1. Pick up the handset.
2. Enter the number, and the phone will dial it.

Using the speakerphone:

1. With the handset on-hook, press the **📞 speaker phone** key.
2. Enter the number, and the phone will dial it. Press **📞** the **speaker phone** key, to end the call.

Using the headset:

1. With the headset connected, press the **🎧 headset** key, to activate the headset mode.
2. Enter the number, and the phone will dial it. Press the **🎧 headset** key, to end the call.

Note: During a call, you can alternate between the headset, hands-free speakerphone, and headset modes by pressing the **Headset** key, **Speakerphone** key or by picking up the handset. Headset mode requires a connected headset.

Answering a Call

Using the handset:

Pick up the handset

Using the speakerphone:

Press the **📞 speaker phone** key.

Using the headset:

Press the **🎧 headset** key.

Note: you can ignore an incoming call by pressing the **reject** soft key.

Ending a Call

Using the handset:

Hang up on the handset, or tap the **End Call** soft key.

Using the speakerphone:

Press the **📞 speaker phone** key, or tap the **End Call** soft key.


Using the headset:


Press the **🎧 headset** key, or tap the **End Call** soft key.

Redial

When the phone is at idle, tap the **Redial** soft key.


Call Mute and Un-mute

Press the  **mute** key, to mute the microphone during a call.


Press the  **mute** key, again the un-mute the call.

Intercom (HFAI - Hands Free Answer over Intercom)

To perform a private intercom:

1. Enter the extension number, and then tap the  **green phone icon**.

To perform a direct announce intercom:

1. Enter ***50** followed by the extension number, and then tap  the **green phone icon**.

Note: to intercom using handset/speakerphone/headset, refer to **Placing a Call** above.

Call Hold and Resume

Note: A held call is **ONLY** accessible from your extension

To place a call on hold:

Tap the **Hold** soft key during an active call.

To resume the call, do one of the following:


If there is only one call on hold, Tap the **Resume** soft key.

If there is more than one call on hold, tap the call you would like to pick up, and then tap the **Resume** soft key.


Call Transfer

You can transfer a call in the following ways:

Blind Transfer

1. Tap the **Transfer** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Tap the  **green phone icon**.
4. Tap the **Transfer** soft key.

Attendant Transfer

1. Tap the **Transfer** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Tap the  **green phone icon**.
4. Tap the **Transfer** soft key, after consulting with the second party.

Transfer to Voicemail

1. Tap the **Transfer** soft key during an active call. The call is placed on hold.
2. Enter ***55** and when prompted enter the mailbox number you want to transfer to followed by the **#** key, or for your own mailbox the **#** key.

Call Forward

To enable call forward:


1. Select the desired forward type:

Always Forward ---- Enter ***72**, Enter the destination number when prompted, followed by the **#** key. Enter ***73** to remove.

Busy Forward ---- Enter ***90**, Enter the destination number when prompted, followed by the **#** key. Enter ***91** to remove.

No Ans Forward ---- Enter ***92**, Enter the destination number when prompted, followed by the **#** key. Enter ***93** to remove.



Call Conference

1. Tap the **Confrnc** soft key, the call is placed on hold.
2. Enter the number of the second party, and then Tap the  **green phone icon**.
3. Tap the **Confrnc** soft key, when the second party answers. All parties are now joined in the conference. Tap the **End Call** soft key, to disconnect all parties.


Note: you can add multiple participants to the conference call by using the **confrnc** soft key.

Voice Message





Configuring your voice mailbox:

1. Tap the  **mailbox icon** in the top left corner of the screen, OR Enter Extension 5000 and Tap  the **green phone icon**.
2. The default password for your mailbox can be obtained from your MyPhone web portal or email
3. The system will prompt you to change your password and confirm the change.
4. Record your name when prompted.
5. Press 1 to access your voice mailbox.
6. Press 2 to access and record your busy message.
7. Press 3 to access and record your unavailable message.

To listen to voice messages:




1. Tap the  **mailbox icon** OR Enter Extension 5000.
2. Press 1 to access your voice mailbox.
3. Press 1 to access your voicemail messages.

Call History




1. Tap the  **call history icon** on the top of the screen
2. Tap the  **Filter icon** at the top of the screen, to change between All Calls, Missed Calls, Received Calls and Placed Calls.
2. Select an entry from the list, you can do the following:
 - Tap the **desired number** to place a call.
If you Tap the  **Info icon**, you can also do the following.
 - View the information from the call
 - Tap **Dial** to place a call to that number
 - Tap **Save** to add the entry to the local directory.
 - Tap the  **trash icon**, to delete that number

Contact Directory




To add a contact:

1. Press the  **Home key** when the phone is idle, and then Tap  **Directories**.
2. Select **Contact Directory**.
3. To add a contact, Tap the  **plus icon**.
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4. Press the **Save** soft key, to accept the change.

To edit a contact:


1. Press the  **Home key** when the phone is idle, and then Tap  **Directories**.
2. Tap **Contact Directory**.
3. Tap the **entry you want to edit**, then tap  the **pencil icon**.
4. After editing the entry, press the **Save** soft key, to accept the change


To delete a contact:

1. Press the  **Home key** when the phone is idle, and then Tap  **Directories**.
2. Tap **Contact Directory**.
3. Tap the **entry you want to edit**, then tap  the **trash icon**.
4. Tap the **Yes** soft key, when prompted to delete the entry


Note: you can add contacts from the call history easily. for more information, refer to **Call History** above

Volume Adjustment

Press the  during a call to adjust the receiver volume of the handset/speakerphone/headset.

Press the  when the phone is idle to adjust the ringer volume.

Ring Tones

1. Press the **Home** soft key when the phone is idle, and then select **Settings>Basic>Ring Type**.
2. Tap the **Default** account.
3. Tap the ring you would like, and Tap the  **back arrow icon**, to accept the change.

Paging

1. Enter 771
2. Wait for the Paging System to connect.

Personal User Information

Complete the following fields and keep for future use.

Name: _____

Extension: _____

Mailbox: _____

Mailbox PW: _____

New Mailbox PW: _____

General Mailbox: _____

General Mailbox PW: _____

Agent ID: _____

Voice Portal Tel Number: _____

To access the Sonictel portal:

2. Click on **Customer Login > My Phone**

4. Password: _____

Use this page to take important notes about your new phone system

Blank lined paper with a faint watermark reading "dicty" diagonally across the top right.

Thank you for choosing Sonictel for your Telecom needs!

If you require additional assistance after reading through this user guide, please contact your SONICTEL Support team at 1.844.SONICTEL, Option 3 or open up a Help Desk ticket by sending an email with an explanation of the question or issue that you're having to support@sonictel.com

Note: The best way to reach us for service requests and updates is to email support@sonictel.com

Thank you and we appreciate your business!

For more information on SONICTEL™ products and services please visit us on the web at www.sonictel.com



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