

Hosted VoIP End User Guide

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1. Online User Portal Guide



Accessing the Online Portal

To log in to the online portal:

1. Visit <http://www.betterworldtelecom.com>.
2. Select “Login” on upper right
3. Select “NEW BetterVoice™ Login” from picklist
4. Log into your account with your username and password

Please Note: When you login for the first time, you will be prompted to choose a secret question and answer. This question is used to verify your identity in the event that you need to reset your password.

Navigating the Online Portal

The end user online user interface is designed so that you can make changes to your extension(s) from a single page. Take a moment to familiarize yourself with the different sections of the end user interface.

The screenshot shows the BetterWorld Telecom user portal interface. At the top, it says "Hello, James Hook" and "Extension Details" with a "Signout" link. Below this is a "My Vocalocity Quick Links" dropdown menu. On the left side, there are several mini-portals: "My Voicemail" (with "Edit Mailbox Settings"), "My Phone Calls" (with "Search Calls"), "Company Dashboard" (with "Edit Personal View"), "Call Queue Dashboard" (with "Edit Personal View"), and "Conference Bridge Dashboard" (with "Edit Personal View"). The main content area contains several sections: "Make a Phone Call" (with "Show Keypad", an "Enter number" input field, a "Dial" button, and "Outbound Caller ID: 1-404-220-8414 (Extension)"); "My Active Device" (with a "Device 1" dropdown menu, a "Manage Devices" link, and a phone icon); "Never Miss a Call" (with "Select Option", "Current Setting: Call Forwarding", and a "Do Not Disturb" checkbox); "Get Help" (with "Customer Care Knowledge Base", "Click to Talk to Customer Care: 866-901-0242", and "Additional Information" links for "Vocalocity Blog" and "Vocalocity News"); and "James Hook" (with "Edit Personal Info", "Email: nathaniel.colum@vocalocity.com", "Mobile: 1404606274", and "Account #: 39245"). Callout boxes on the right provide explanations for these sections: "View your info and Extension Details." points to the top right; "Make a Phone Call on your phone from the online portal." points to the "Make a Phone Call" section; "My Active Devices allows you to navigate between various phones configured for your extension. Click Manage Devices to configure an additional phone." points to the "My Active Device" section; "Never Miss a Call allows you to configure your extension's ring options. You can also set your phone to Do Not Disturb." points to the "Never Miss a Call" section; "Get Help provides a link to our online support pages as well as the Customer Care Team." points to the "Get Help" section; and "This section shows you info about your account. Click Edit Personal Information to update your cell phone number or email address." points to the "James Hook" section.

On the left-hand side of the page, you will see a number of mini-portals. These can be collapsed or rearranged.

My Voicemail provides online access to your messages.

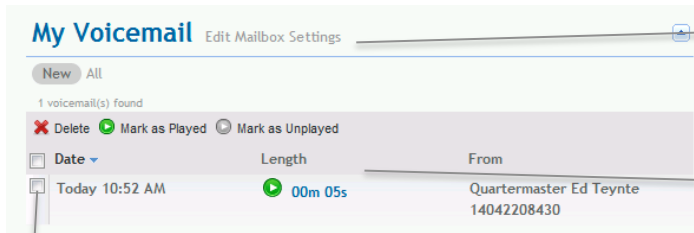
My Phone Calls displays your extension's call logs.

Company Dashboard provides real time activity for your account.

Please note: **Call Queue Board** and **Conference Bridge Dashboard** will only appear if these are on your account.

My Voicemail

Your extension's voicemail is stored on your phone as well as in an online inbox accessible through the "My Voicemail" section*. In this section you can edit your voicemail settings, record your greetings, listen to your voicemails, or download and delete them.

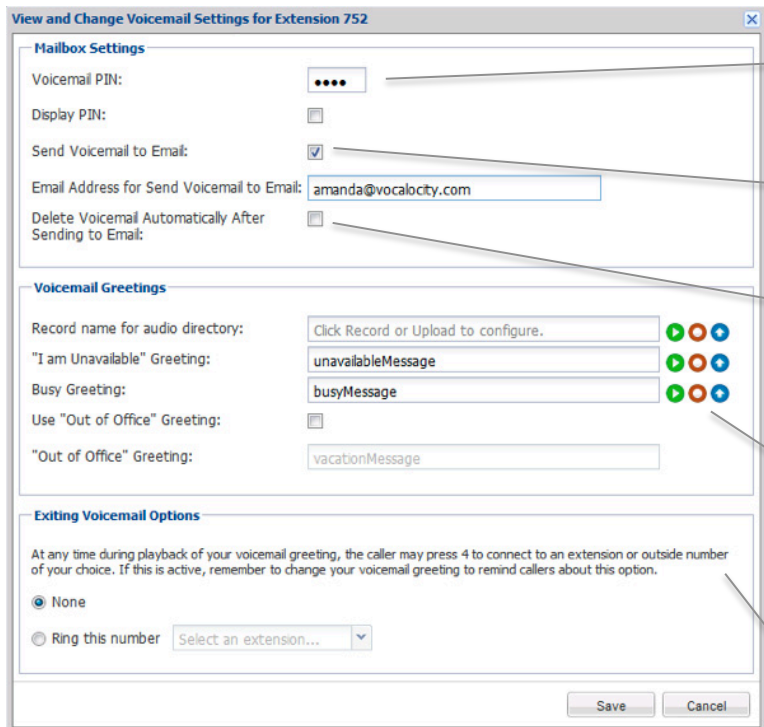


Click **Edit Mailbox Settings** to change your pin, edit your voicemail-to-email address, or record your greetings.

Click the **green** play button to listen to your voicemail message. You can also **Email** or **Download** the voicemail greeting.

Check the box to **Delete**, **Mark as Played**, or **Mark as Unplayed** your message.
Please note: BetterWorld stores voicemail messages for 90 days. After this time your voicemail messages may be removed from the system.

After clicking "Edit Mailbox Settings":



Edit your Voicemail PIN. This can be any number up to 6 digits.

Check the box to **Send Voicemail to Email.** Enter your email address, and you will receive an email with an attachment of your voicemail message.

Check this box if you want to delete your voicemail messages from your phone and from the system after you receive them via email*.

Record or upload your **Voicemail Greetings.** Press the **green** button to play what you have already recorded or uploaded. Press the **red** button to record, and the system will call you on your extension or any outside number to record your message through your phone. Press the **blue** button to upload a greeting*.

If you would like callers to have the ability to exit your voicemail box by pressing "4", click the **Ring this number** button and enter either an extension or an outside number. Make sure to let callers know that this is an option in your voicemail greeting.

***Important:** If you choose to delete your voicemail messages after they are sent to your email address, it is important to remember that the system will not store these messages. Please make sure that you are receiving your voicemails via email prior to checking this box.

***Please Note:** Uploaded greetings must be in .wav or .mp3 format and no bigger than 8MB in size.

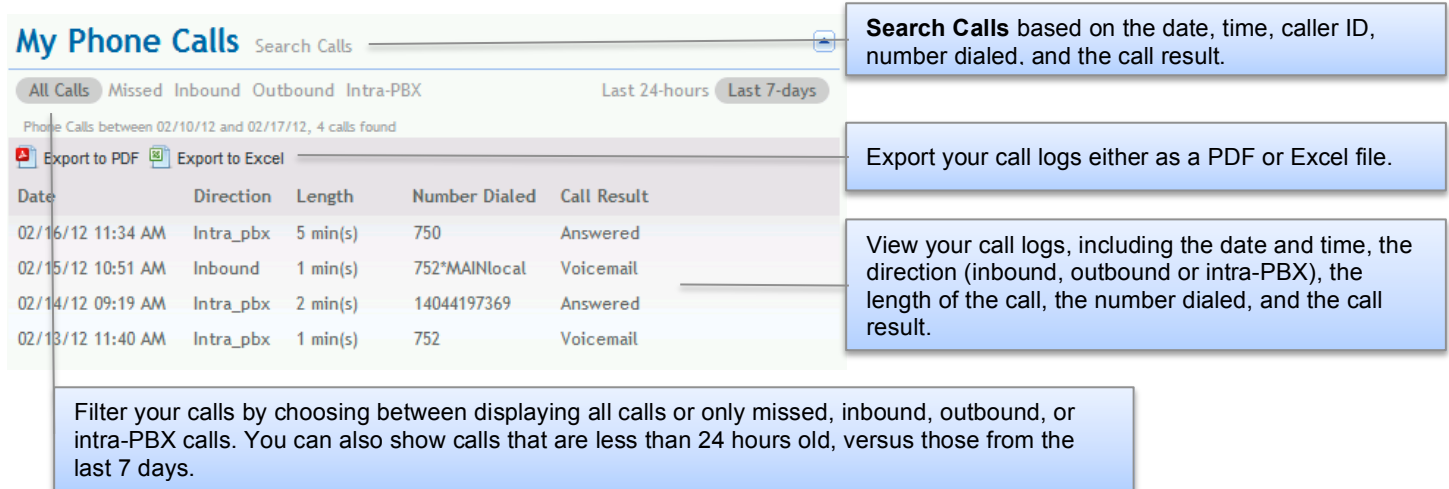
There are four types of voicemail greetings for each extension:

1. "Record name for audio directory": Record your first and last name only. This greeting is played when a customer accesses your extension using the dial by name directory.
2. "I am Unavailable": This greeting is played when you do not answer the phone. It is the most commonly heard greeting.
3. "Busy Greeting": This greeting is played when your phone is on "Do Not Disturb," or when all of your phone's line appearances are in use.

- “Out of Office”: This greeting is played when the “Use ‘Out of Office’ Greeting” is checked. It will override all other greetings until the box is un-checked.

My Phone Calls

A log of your inbound, outbound, and intra-PBX (within the system) calls are listed under the “My Phone Calls” section.



My Phone Calls Search Calls

All Calls Missed Inbound Outbound Intra-PBX Last 24-hours Last 7-days

Phone Calls between 02/10/12 and 02/17/12, 4 calls found

Export to PDF Export to Excel

Date	Direction	Length	Number Dialed	Call Result
02/16/12 11:34 AM	Intra_pbx	5 min(s)	750	Answered
02/15/12 10:51 AM	Inbound	1 min(s)	752*MAINlocal	Voicemail
02/14/12 09:19 AM	Intra_pbx	2 min(s)	14044197369	Answered
02/13/12 11:40 AM	Intra_pbx	1 min(s)	752	Voicemail

Search Calls based on the date, time, caller ID, number dialed, and the call result.

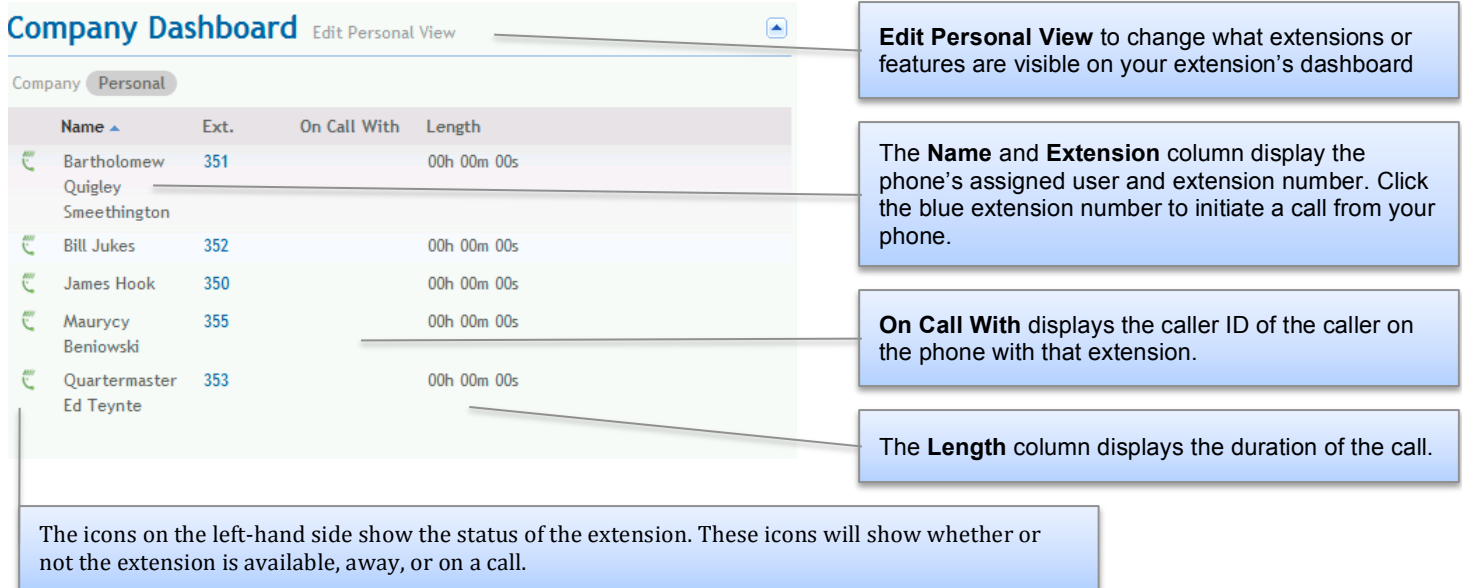
Export your call logs either as a PDF or Excel file.

View your call logs, including the date and time, the direction (inbound, outbound or intra-PBX), the length of the call, the number dialed, and the call result.

Filter your calls by choosing between displaying all calls or only missed, inbound, outbound, or intra-PBX calls. You can also show calls that are less than 24 hours old, versus those from the last 7 days.

Company Dashboard

The “Company Dashboard” is an online call monitoring tool that displays detailed call information.



Company Dashboard Edit Personal View

Company Personal

Name	Ext.	On Call With	Length
Bartholomew Quigley Smeethington	351		00h 00m 00s
Bill Jukes	352		00h 00m 00s
James Hook	350		00h 00m 00s
Maurycy Beniowski	355		00h 00m 00s
Quartermaster Ed Teynte	353		00h 00m 00s

Edit Personal View to change what extensions or features are visible on your extension’s dashboard

The **Name** and **Extension** column display the phone’s assigned user and extension number. Click the blue extension number to initiate a call from your phone.

On Call With displays the caller ID of the caller on the phone with that extension.

The **Length** column displays the duration of the call.

The icons on the left-hand side show the status of the extension. These icons will show whether or not the extension is available, away, or on a call.

NEVER MISS A CALL

Never Miss a Call [Select Option](#)

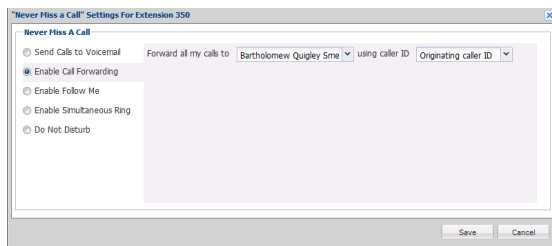
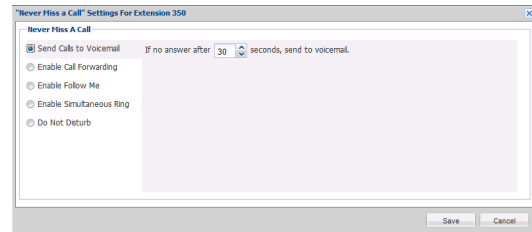
Current Setting: Call Forwarding

(Do Not Disturb):

The “Never Miss a Call” section allows you to configure how your phone will ring. Click the “Select Option” link in order to choose one of four ways in which your phone can ring: send calls to voicemail, call forwarding, follow-me, and simultaneous ring.

Send Calls to Voicemail

1. To send calls to your extension’s voicemail if you do not pick up, choose “Send Calls to Voicemail.”
2. Next, choose the time your phone will ring before your voicemail picks up the call. *Please Note:* Each ring is about 5 seconds.
3. Press “Save.”



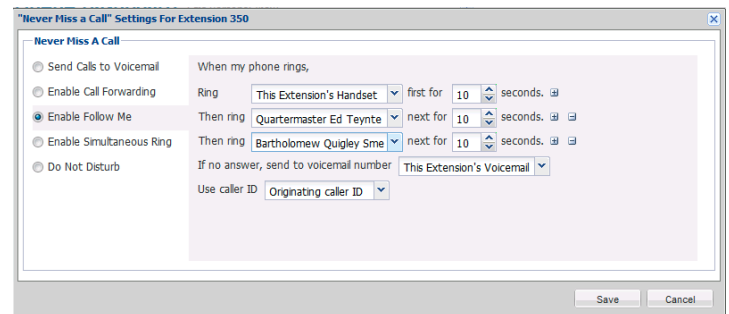
Enable Call Forwarding

1. To forward your calls to another extension, call group, call queue, other feature, or an outside number, choose “Enable Call Forwarding.”
2. Choose the extension or feature from the drop-down menu, or choose “Add Personal Number...” to forward your calls outside the system.
3. Next, choose the caller ID that will show up on the phone to which your calls are being sent. You can choose to show either the originating (original) caller ID or any number on your account.
4. Press “Save.”

Enable Follow Me

To send calls to your extension elsewhere if you do not answer your phone, choose “Enable Follow Me.”

1. Choose the extension or outside number you want to ring first next to the drop-down next to “Ring.” If you want your own extension to ring first, make sure to choose “This Extension’s Handset” first.
2. Next, choose the amount of time you want the extension or phone to ring before moving on.
3. To add another number or phone, click the “+” sign to the right of the ring time. You can add up to five extensions or outside numbers.
4. Choose the voicemail box that you want your messages to go to if nobody picks up the call*. This can be your extension, or another extension on your account.
5. Finally, choose the caller ID and press “Save.”

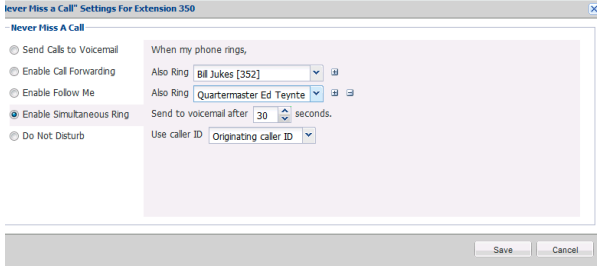


Please Note: The system will leave the call wherever a connection is made. This includes an outside number’s voicemail. Please keep this in mind when choosing an outside number and a ring time.

Enable Simultaneous Ring

To ring multiple extensions or outside numbers simultaneously choose "Enable Simultaneous Ring."

1. Choose an extension or an outside number you want to ring simultaneously when your extension receives a call from the drop-down menu next to "Also Ring."
2. To add another extension or phone to ring simultaneously, click "+". You can add up to four extensions or outside numbers.
3. Next, choose the amount of time you want the call to ring before going to your extension's voicemail.
4. Finally, choose the caller ID and press "Save."



Do Not Disturb

Your final option under "Never miss a Call" is to set your extension to "Do Not Disturb." If this option is selected, your calls will go straight to your busy message and your phone will not ring.

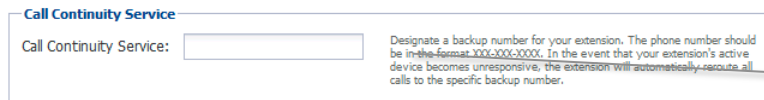
Please Note: If you set your phone to "Do Not Disturb" on the online user interface, there will not be an indicator on your phone itself.

EXTENSION DETAILS

The "Extension Details" section allows you to set up important features for your individual extension.

Call Continuity Service

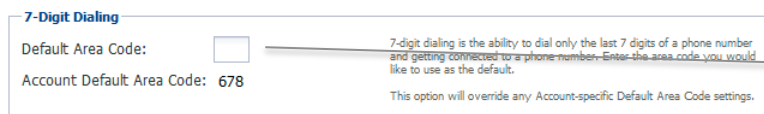
By configuring the "Call Continuity Service" feature, you ensure that you will receive your phone calls even in the event of an emergency such as a power or internet outage. **It is important that you set up this feature as soon as possible.**



Enter the 10-digit backup phone number here, and click **Save**.

7-Digit Dialing

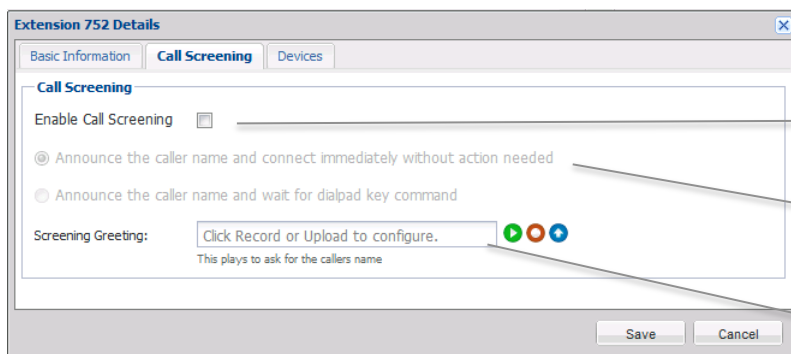
To set up a default area code so that you can dial only the last 7 digits of a phone number in that area code, enter it here.



Enter the default 3-digit area code here, and click **Save**.

Call Screening

Use the "Call Screening" feature to control the call even before you answer! Incoming callers will be prompted to record their name. When your phone rings, the name is played with a list of options. Answer the call, send it to voicemail, or transfer the call to another extension.



Check the box to **Enable Call Screening** on your extension.

Choose whether to announce the call and connect immediately or to play a list of options.

Record or upload your call screening greeting. You can also use the default greeting. Press the **green** play button to listen to it.

2. System Dial Codes

Everything you've ever wanted to know about what to dial on your new system.

VOICEMAIL CODES

When listening to your voicemail, here are some of the codes you can use:



- 5** – Repeats Voicemail from Beginning
- 6** – Skip to the Next Voicemail Message
- 7** – Delete Voicemail
- 8** – Forward Voicemail to Another Extension
- 9** – Saves Voicemail
- *** – Skips Call Information
- #** – Back to Voicemail Menu

VIRTUAL RECEPTIONIST

If the call comes in through a Virtual Receptionist and the caller makes it to the voicemail box, the caller can press "0" while the message is playing to be sent back to the Virtual Receptionist.



TRANSFER STRAIGHT TO VOICEMAIL

To send a call straight to another extension's voicemail:

Blind Transfer:

to ****** (star star) + (extension number)

The call will be transferred directly into that extension's voicemail without ringing the phone.

CHECKING VOICEMAIL REMOTELY

To check voicemail remotely, call into any voicemail greeting on your VoIP system. When the greeting plays, press ***** (star) and you will be prompted for the extension and PIN numbers.

CELLPHONE CODES

When your phone forwards a call to a cell phone, follow these directions to transfer the call back to the VoIP system or to another outside number:

Blind Transfer:

+ Extension (or outside number) +

Example: **## + 905 + #**

Example: **## + 510-505-5555 + #**

MISCELLANEOUS CODES

Dial these when you pick up your phone, but **before** you dial a phone number.

Block Caller ID	*67 (single call only)
Unblock Caller ID	*82 (single call only)
Call Queue Login	*90
Call Queue Logout	*91
Check Voicemail	*99 or *100
Check Any Extension's Voicemail	*101 (dial when listening to any message)
Internal Dial-by-Name Directory	*102

Please Note: To make an international call you must dial **011** + country code + phone number

3. a) Polycom User Guide

QUICK REFERENCE GUIDE

Please Note: These codes should be used prior to dialing a number or extension.

Block Caller ID (single call only)	*67	Access Virtual Mailbox (dial this code when listening to any msg. to access any ext.'s voicemail)	*101
Unblock Caller ID (single call only)	*82	Internal Dial by Last Name Directory	*102
Extension Login (Call Queue)	*90	Directory Assistance (\$1.50 per call) Directory Assistance 2 (\$1.45 per call)	411 Area Code + 555-1212
Extension Logout (Call Queue)	*91	Emergency Services (availability based on location)	911
Access Extension's Voicemail (must be dialed from extension user is trying to access)	*99 or *100	Call straight into Extension's Voicemail	** + Ext. # (number)

VOICEMAIL

To set up your Mailbox for the first time:

1. Press *99 or *100 and then the "Send" button.
2. Press 1234 (default password).
3. Press 1 for "New Messages", 2 for "Saved Messages", and 4 for "Mailbox Options".



LISTENING TO MESSAGES

1. Press *99 or *100 then the "Send" button.
2. Enter your password followed by the # (pound) key.
3. Press 1 for "New Messages", 2 for "Saved Messages".

OPTIONS WHILE LISTENING TO VOICEMAIL

- 5** - Repeats voicemail from the beginning
- 7** - Deletes voicemail
- 8** - Forward voicemail to another extension
- 9** - Saves voicemail
- *** - Skips call information
- #** - Back to voicemail menu

VOICEMAIL GREETINGS

After entering your mailbox options (call *99 or *100 from your phone and choose option 4):

Unavailable Greeting (greeting that plays if you are on a call, away from your desk, or unable to answer the call)

1. Press 1 to record your unavailable greeting.
2. After the tone record your desired unavailable greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Busy Greeting (greeting heard if your phone is on Do Not Disturb, not connected to the internet, or all lines are busy)

1. Press 2 to record your busy message.
2. After the tone record your desired busy greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Name Greeting (used for company directory)

1. Press 3 to record your name.
2. After the tone record your desired name greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Record Temporary Greeting (Vacation) (overrides all greetings)

1. Press 4 to record your temporary greeting.
2. After the tone record your desired temporary greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

To Remove Temporary Greeting

1. Press 4 to access the temporary greeting.
2. If you have a temporary greeting set, press 2 to delete the recording.

BASIC FUNCTIONS

Making a Phone Call

1. For local calls and long distance: dial the area code and number (i.e. 404-555-1212).
2. For international calls: dial 011 + country code + number (i.e. 011-xx-xxx-xxxxx).

Using the Handset

1. Pick up the handset, dial desired number, then press the “Send” button. The “Send” button is a soft-button located below the phone’s display.
2. Alternatively, dial the desired number, then pick up the handset and the phone will begin dialing immediately.

Using Speakerphone

1. Press the Speakerphone button (button with speaker in the lower right corner), dial the desired number (or extension number), and press the “Send” soft-button.

Using a Headset

1. Plug an approved headset into the headset port on the back of the phone.
2. Press the Headset button (button with headset in the lower right corner), dial the desired number, and press the “Send” soft-button.

Switching between the Handset/Headset/Speakerphone During a Call

Note: only one function at a time can be used.

1. From Handset to Speakerphone, press the Speakerphone button and hang up the handset.
2. From Handset to Headset, press the Headset button and hang up the handset.
3. From Speakerphone to Handset, pick up the handset.
4. From Speakerphone to Headset, press the Headset button.
5. From Headset to Handset, pick up the handset.
6. From Headset to Speakerphone, press the Speakerphone button.

Dialing an Extension

1. Dial the 2 to 6 digit extension number and either:
 - a. Pick up the handset.
 - b. Press the Speakerphone button.
 - c. Press the Headset button.

Placing a Call on Hold

1. Press the “Hold” soft-button and the caller will be placed on Hold.
 - To retrieve the call, either press the “Resume” soft-button or press the line appearance button the call is on.

Transferring a Call (Attended Transfer - Talk to the person before transferring the call to them)

1. While on a call, press the soft-button labeled “Transfer”, enter the number you wish to transfer to (phone or extension).
2. Press the soft-button labeled “Send” and when the other person picks up, announce the call.
3. When you are ready to complete the transfer, press the soft-button labeled “Transfer” and the call will be transferred.

Transferring a Call (Blind -Transfer the call to someone without speaking to them)

1. While on a call, Press the soft-button labeled “Transfer” and then press the soft-button labeled “Blind”.
2. Enter the number (phone or extension) you wish to transfer to.
3. Press the soft-button labeled “Send” and the call will be automatically transferred to that number.

Conference Calling

1. While on a call, press the soft-button labeled “Confnc” and the caller will be put on hold.
2. Dial the third party’s number (phone or extension) and press the “Send” soft-button.
3. When the third party answers, press the “Confnc” soft-button and the first caller will be connected. All parties should be connected at this point.
4. To end the conference but leave the other parties connected, press the soft-button labeled “End Call”.
 - The “Split” soft-button will split the two callers into two separate calls while keeping them on hold.
 - The “Join” soft-button: If you have two callers on two separate lines and would like to conference them, press line one, press the “More” soft-button, and then select the “Join” soft-button.

Call History Using the directional pad (up, down, left, and right):

- a. Up is the Directory.
- b. Down is Missed Calls.
- c. Left is Received Calls.
- d. Right is Placed Calls.

ADVANCED FUNCTIONS

Cell Phone Integration

When calls are being forwarded from your extension to your cell phone, you can reroute the call back to an office extension or another outside number. On your cell phone, press ##, enter the extension or phone number you want to transfer to, and # again to complete the transfer.

ONLINE MANAGEMENT

Logging into your Account Online

1. Visit <http://www.betterworldtelecom.com>.
2. Select "**Login**" on upper right
3. Select "**NEW BetterVoice™ Login**" from picklist
4. Log into your account with your username and password

Voicemail to Email

1. Click the "Phone System" tab and click on an extension.
2. Scroll down to the "Voicemail PIN and Greetings" section and check the box for "Send Voicemail to Email".
3. Enter the desired email address. Only one email may be entered.
4. Click save in the top or bottom right-hand side of the screen.

Searching Call Logs

1. Click the "Reports" tab at the top of the screen. Click "Call Log Reports".
2. Select a date range by clicking the small calendars.
3. *Optional:* Enter the "Number Dialed" or "Caller ID" to narrow search.
4. Click "Run Report". Your results will populate below.

Please Note: The above instructions are for system Super Users and Administrators.

3. b) Cisco User Guide

QUICK REFERENCE GUIDE

Please Note: These codes should be used prior to dialing a number or extension.

Block Caller ID (single call only)	*67	Access Virtual Mailbox (dial this code when listening to any msg. to access any ext.'s voicemail)	*101
Unblock Caller ID (single call only)	*82	Internal Dial by Last Name Directory	*102
Extension Login (Call Queue)	*90	Directory Assistance (\$1.50 per call) Directory Assistance 2 (\$1.45 per call)	411 Area Code + 555-1212
Extension Logout (Call Queue)	*91	Emergency Services (availability based on location)	911
Access Extension's Voicemail (must be dialed from ext you are trying to reach)	*99 or *100	Call straight into Extension's Voicemail	** + Ext. # (number)

VOICEMAIL

To set up your Mailbox for the first time:

1. Press *99 or *100 and then the "Dial" button.
2. Press 1234 (default password).
3. Press 1 for "New Messages". Press 2 for "Saved Messages". Press 4 for "Mailbox Options".



LISTENING TO MESSAGES

1. Press *99 or *100 then the "Dial" button.
2. Enter your password followed by the # (pound) key.
3. Press 1 for "New Messages". Press 2 for "Saved Messages".

OPTIONS WHILE LISTENING TO VOICEMAIL:

- 5** - Repeats voicemail from the beginning
- 7** - Deletes voicemail
- 8** - Forward voicemail to another extension
- 9** - Saves voicemail
- *** - Skips call information
- #** - Back to voicemail menu

VOICEMAIL GREETINGS

After entering your mailbox options (call *99 or *100 from your phone and choose option 4):

Unavailable Greeting (greeting that plays if you are on a call, away from your desk, or unable to answer the call)

1. Press 1 to record your unavailable greeting.
2. After the tone record your desired unavailable greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to re-record the greeting.

Busy Greeting (greeting heard if your phone is on Do Not Disturb, not connected to the internet, or all lines are busy)

1. Press 2 to record your busy message.
2. After the tone record your desired busy greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to re-record the greeting.

Name Greeting (used for company directory)

1. Press 3 to record your name.
2. After the tone record your desired name greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to re-record the greeting.

Record Temporary Greeting (Vacation) (overrides all greetings)

1. Press 4 to record your temporary greeting.
2. After the tone record your desired temporary greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to re-record the greeting.

To Remove Temporary Greeting

1. Press 4 to access the temporary greeting.
2. If you have a temporary greeting set, press 2 to delete the recording.

BASIC FUNCTIONS

Making a Phone Call

1. For local calls and long distance: dial the area code and number (i.e. 404-555-1212).
2. For international calls: dial 011 + country code + number (i.e. 011-xx-xxx-xxxxx).

Using the Handset

1. Pick up the handset, dial desired number, then press the “Dial” button. The “Dial” button is a soft-button located below the phone’s display.
2. Alternatively, dial the desired number, then pick up the handset and the phone will begin dialing immediately.

Using Speakerphone

1. Press the Speakerphone button (button with speaker in the lower right corner), dial the desired number (or extension number), and press the “Dial” soft-button.

Using a Headset

1. Plug an approved headset (with a 2.5 mm connector) into the headset port on the back of the phone.
2. Press the Headset button (clear button with headphones icon), dial the desired number, and press the “Dial” button.

Switching between Handset/Headset/Speakerphone During a Call

Note: only one function at a time can be used.

1. From Handset to Speakerphone, press the Speakerphone button and hang up the handset.
2. From Handset to Headset, press the Headset button and hang up the handset.
3. From Speakerphone to Handset, pick up the handset.
4. From Speakerphone to Headset, press the Headset button.
5. From Headset to Handset, pick up the handset.
6. From Headset to Speakerphone, press the Speakerphone button.

Dialing an Extension

1. Dial the 2 to 6 digit extension number and either:
 - a. Pick up the handset.
 - b. Press the Speakerphone button.
 - c. Press the Headset button.

Placing a Call on Hold

1. On the bottom right side of the phone there is a button with a hand on it. Press this “Hold” button to put caller on Hold.
 - To retrieve the call, press the “Resume” soft-button or press the line appearance button the call is on.

Transferring a Call (Attended Transfer - Talk to the person before transferring the call to them)

1. While on a call, press the soft-button labeled “Xfer”, then enter the number you wish to transfer to (phone or extension).
2. Press the soft-button labeled “Dial” and when the other person picks up, announce the call.
3. When you are ready to complete the transfer, press the soft-button labeled “Xfer” and the call will be transferred.

Transferring a Call (Blind - Transfer the call to someone without speaking to them)

1. While on a call, press the right arrow on the direction pad, then press the soft-button labeled “Xfer”.
2. Enter the number (phone or extension) you wish to transfer to.
3. Press the soft-button labeled “Dial” and the call will be automatically transferred to that number.

Conference Calling

1. While on a call, press the soft-button labeled “Conf” and the caller will be put on hold.
2. Dial the third party’s number (phone or extension) and press the “Dial” button.
3. When the third party answers, press the “Conf” soft-button and the first caller will be connected. All parties should be connected at this point.
4. To end the conference but leave the other parties connected, press the soft-button labeled “Join”.
 - The “Split” soft-button will split the two callers into two separate calls while keeping them on hold.
 - The “Join” soft-button: If you have two callers on two separate lines and would like to conference them, press line one, press the “More” soft-button, and then select the “Join” soft-button.

- Call History** Press the Menu button (looks like a piece of paper with a folded down corner) and select option 3 for “Call History”.
- Press 1 for Redial List or Placed Calls.
 - Press 2 for Answered or Received Calls.
 - Press 3 for Missed Calls.
-

ADVANCED FUNCTIONS

Cell Phone Integration

When calls are being forwarded from your extension to your cell phone, you can reroute the call back to an office extension or another outside number. On your cell phone, press ##, enter the extension or phone number you want to transfer to, and # again to complete the transfer.

ONLINE MANAGEMENT

Logging into your Account Online

- Visit <http://www.betterworldtelecom.com>.
- Select “**Login**” on upper right
- Select “**NEW BetterVoice™ Login**” from picklist
- Log into your account with your username and password

Voicemail to Email

- Click the “Phone System” tab and click on an extension.
- Scroll down to the “Voicemail PIN and Greetings” section and check the box for “Send Voicemail to Email”.
- Enter the desired email address. Only one email may be entered.
- Click save in the top or bottom right-hand side of the screen.

Searching Call Logs

- Click the “Reports” tab at the top of the screen. Click “Call Log Reports”.
- Select a date range by clicking the small calendars.
- Optional:* Enter the “*Number Dialed*” or “*Caller ID*” to narrow search.
- Click “Run Report”. Your results will populate below.

Please Note: The above instructions are for system Super Users and Administrators.

3. c) Yealink User Guide

QUICK REFERENCE GUIDE

Please Note: These codes should be used prior to dialing a number or extension.

Block Caller ID (single call only)	*67	Access Virtual Mailbox (dial this code when listening to any msg. to access any ext.'s voicemail)	*101
Unblock Caller ID (single call only)	*82	Internal Dial by Last Name Directory	*102
Extension Login (Call Queue)	*90	Directory Assistance (\$1.50 per call) Directory Assistance 2 (\$1.45 per call)	411 Area Code + 555-1212
Extension Logout (Call Queue)	*91	Emergency Services (availability based on location)	911
Access Extension's Voicemail (must be dialed from ext you are trying to reach)	*99 or *100	Call straight into Extension's Voicemail	** + Ext. # (number)

VOICEMAIL

To set up your Mailbox for the first time:

1. Press *99 or *100 and then the "Dial" button.
2. Press 1234 (default password).
3. Press 1 for "New Messages". Press 2 for "Saved Messages". Press 4 for "Mailbox Options".



LISTENING TO MESSAGES

1. Press *99 or *100 then the "Dial" button.
2. Enter your password followed by the # (pound) key.
3. Press 1 for "New Messages". Press 2 for "Saved Messages".

OPTIONS WHILE LISTENING TO VOICEMAIL:

- 5** - Repeats voicemail from the beginning
- 7** - Deletes voicemail
- 8** - Forward voicemail to another extension
- 9** - Saves voicemail
- *** - Skips call information
- #** - Back to voicemail menu

VOICEMAIL GREETINGS

After entering your mailbox options (call *99 or *100 from your phone and choose option 4):

Unavailable Greeting (greeting that plays if you are on a call, away from your desk, or unable to answer the call)

1. Press 1 to record your unavailable greeting.
2. After the tone record your desired unavailable greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to re-record the greeting.

Busy Greeting (greeting heard if your phone is on Do Not Disturb, not connected to the internet, or all lines are busy)

1. Press 2 to record your busy message.
2. After the tone record your desired busy greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to re-record the greeting.

Name Greeting (used for company directory)

1. Press 3 to record your name.
2. After the tone record your desired name greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to re-record the greeting.

Record Temporary Greeting (Vacation) (overrides all greetings)

1. Press 4 to record your temporary greeting.
2. After the tone record your desired temporary greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to re-record the greeting.

To Remove Temporary Greeting

1. Press 4 to access the temporary greeting.
2. If you have a temporary greeting set, press 2 to delete the recording.

BASIC FUNCTIONS

Making a Phone Call

1. For local calls and long distance: dial the area code and number (i.e. 404-555-1212).
2. For international calls: dial 011 + country code + number (i.e. 011-xx-xxx-xxxx).

Using the Handset

1. Pick up the handset, dial desired number, then press the # (pound) button.
2. Alternatively, dial the desired number, then pick up the handset and the phone will begin dialing immediately.

Using Speakerphone

1. Press the Speakerphone button (on the lower right side of phone), dial the desired number (or extension number), and press the # (pound) button.

Using a Headset

1. Plug an approved headset into the headset port on the left side of the phone.
2. Press the clear Line 1 or 2 buttons, and then press the Headset button. Dial the desired number (or extension number) and press the # (pound) button.

Switching between Handset/Headset/Speakerphone During a Call

Note: only one function at a time can be used.

1. From Handset to Speakerphone, press the Speakerphone button (lower right corner) and hang up the handset.
2. From Handset to Headset, press the Headset button (right side of phone) and hang up the handset.
3. From Speakerphone to Handset, pick up the handset.
4. From Speakerphone to Headset, press the Headset button.
5. From Headset to Handset, pick up the handset.
6. From Headset to Speakerphone, press the Speakerphone button.

Dialing an Extension

1. Dial the 2 to 6 digit extension number and either:
 - a. Pick up the handset.
 - b. Press the Speakerphone button.
 - c. Press the Headset button.

Placing a Call on Hold

1. Press the "Hold" button (just below the screen of the phone) and the caller will be placed on hold.
 - To retrieve the call, either press the "Hold" button or press the line appearance button the call is on.

Transferring a Call (Attended Transfer - Talk to the person before transferring the call to them)

1. While on a call, press the "TRAN" button (on the right side of the phone), then enter the number you wish to transfer to (phone or extension).
2. Press the # (pound) button and when the other person picks up, announce the call.
3. When you are ready to complete the transfer, press the "TRAN" again and the call will be transferred.

Transferring a Call (Blind -Transfer the call to someone without speaking to them)

1. While on a call, press the "TRAN" button.
2. Enter the number (phone or extension) you wish to transfer to.
3. Press the # (pound) button and then press the "TRAN" button.

Conference Calling

1. While on a call, press the "CONF" button and the caller will be put on hold.
2. Dial the third party's number (phone or extension) and press the # (pound) button.
3. When the third party answers, press the "CONF" button again and the first caller will be connected. All parties should be connected at this point.

Call History Press the up arrow key:

- a. Continuing to press up will scroll through call calls, beginning with the most recent.
- b. Arrow to the right or left and it will take you through the icons for Inbound Calls (arrow pointing down), Outbound Calls (arrow pointing up), Missed Calls (arrow comes down and bounces to right) and Forwarded Calls (arrow goes left and then up and directly right).
- c. Arrow down to go through the calls once making a selection from above.

ADVANCED FUNCTIONS

Cell Phone Integration

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Voicemail to Email

1. Click the "Phone System" tab and click on an extension.
2. Scroll down to the "Voicemail PIN and Greetings" section and check the box for "Send Voicemail to Email".
3. Enter the desired email address. Only one email may be entered.
4. Click save in the top or bottom right-hand side of the screen.

Searching Call Logs

1. Click the "Reports" tab at the top of the screen. Click "Call Log Reports".
2. Select a date range by clicking the small calendars.
3. *Optional:* Enter the "*Number Dialed*" or "*Caller ID*" to narrow search.
4. Click "Run Report". Your results will populate below.

Please Note: The above instructions are for system Super Users and Administrators.

4. How to Send a Fax

Everything you need to know to send and receive faxes on the new BetterVoice™ platform

INBOUND FAXING

When your service is migrated to BetterVoice, inbound faxes will be delivered to the same email address that was previously associated with your prior facsimile service. Should you wish to change that email address, you may make an update either from the BetterVoice user interface or by contacting BetterWorld Customer Care.

OUTBOUND FAXING

Outbound faxes must be sent from the same email address associated with inbound faxes. They should be sent to an email address with the following parameters: [1 + phone number with area code]@efaxsend.com. For example, to send a facsimile to 555-123-1234, you would send the fax through your email account to 15551231234@efaxsend.com.

Send a Fax in 4 Easy Steps

- 1.** To send a fax, login to the email account you registered with the fax service.
- 2.** Compose a new email. For information on what to enter in the "To" field see section above on Outbound Faxing.
- 3.** Attach the document you want to fax to the email. We accept attachments to emails, including Microsoft Office 97-2003 files (Word and Excel), image files (GIF, JPG), and PDFs.
- 4.** Anything in the subject or body of the email will come across as a BetterVoice cover page. If you would like to use your own cover page, leave these spaces blank and attach a cover page.

Please note: Faxes without at least one attachment will not be sent. There is a maximum of 10 attachments per fax.