CUSTOMER VOIP GUIDE

Syntrio Confidential & Proprietary Information



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Dial the extension

- Lift the handset
- Or press CALL for speakerphone

To answer a call

- Lift the handset
- Or press ANSWER for speakerphone





SOFT BUTTONS

4 buttons that change status

- History, Directory, DND & Menu
- <u>When Ringing</u>: Answer, Forward, Silence, & Reject
- <u>When In A Call</u>: Transfer, Hold, Conference, & End Call





PROGRAMMED BUTTONS

- Buttons on the left & right of the screen
- Buttons normally represent Shared Parking or Speed Dials
- There can be up to 3 pages of buttons to scroll through.





VOLUME BUTTON

- Press to adjust ring volume
- Lift handset and press to adjust call volume





QUICK TRANSFER

- Also known as a "Blind Transfer"
- While on a call, press "Transfer" then the line of the person you would like send the call to and then press "Transfer" again.
- This process will transfer the call without speaking to the person you are transferring the call to.





ATTENDED TRANSFER

- While on a call, press TRANSFER
- Press staff member button (or type their extension number)
- Wait for the staff number to pickup
- Prep them for a call
- Hit TRANSFER to connect the call and hang up



CONFERENCE

- While on a call, press CONFERENCE
- Dial extension
- Press SEND (answers second line)
- Press CONFERENCE (joins all 3 lines)



ANSWER COWORKER'S PHONE

- If your coworker's phone is ringing, the light on their phone will FLASH red
- Press their red extension button to pick up the call







DIRECTORY (for larger companies)

- Click '3CX PbooK' button
- Click SEARCH
- Use the number pad to type in the person's name
- Select that person and CALL





VOICEMAIL SETUP

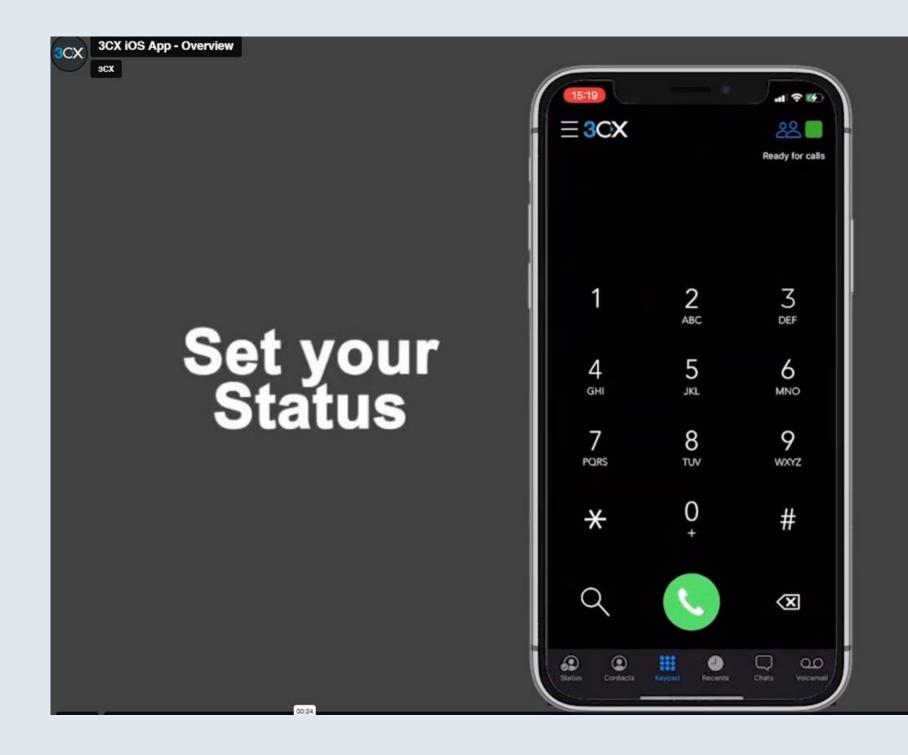
- Hit the message button & enter PIN#
- Press * to play messages
- Press 9 for options
 - 1 profile status
 - 4 to delete all read messages
 - 5 to change self identification
 - 6 mailbox information
 - 7 to change pin number
 - 8 greeting message

*We must have your email for Mobile App and Voicemail.



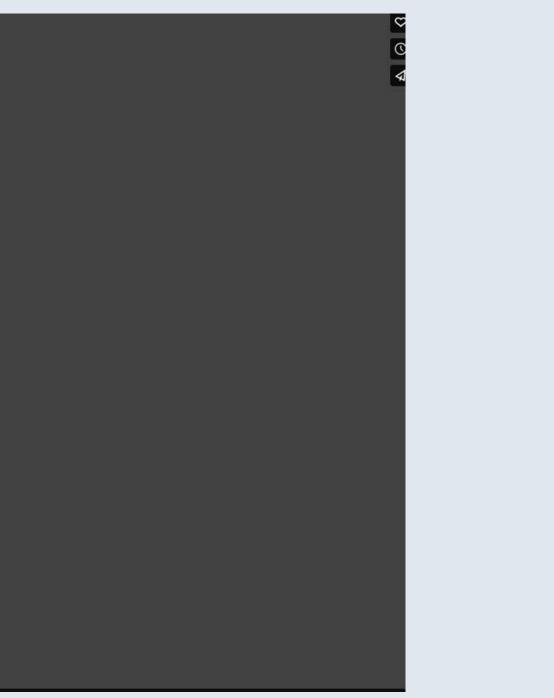


MOBILE APP



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MOBILE APP

- Download 3CX app from app store
- Press "Out of office" or "Set your password" in 3CX Welcome Email.

r User Account on your New 3CX System		
	\leftarrow Reply \ll Reply All \rightarrow Forward $\vec{1}$ ***	
	More and Arabitation and Arabitati	
here are protesting with how this message is displayed, click here to view it in a web browser.		
ution: This is an external email. Please be sure you verify the sender before replying, clicking links, forwarding, or opening attachments.		
3CX.		
ETE P		
This email contains important information about your 3CX account. Read it and save it		
in case you need to refer to it later! And don't forget to read the user manual online! It's		
packed with useful information.		
Login to your account		
CLICK HERE – Out of office		
CLICK HERE – In office	Your 3CX account details	
First time you need a password, then login with isautration were net and the	Structure in the second s	eply All 🔿 Forward 👘 😶
password.	3CX Communications System - MLNIMM* < noreply@3cx.net> To ● €€*/(«Mssi ks	Mon Mail 12024 3 Mars
Your Account Details	() If there are problems with how this message is displayed, click here to view it in a web browser.	
	Caution: This is an external email. Please be sure you verify the sender before replying, clicking links, forwarding, or opening attachments.	
Your extension number is mmy		
Login to the Web Client	3CX.	
	Hi New,	
In office Let people call you free on your 3CX Talk link:	Welcome to your 3CX account.	
- Let people can you nee on your oox rain mint.	This email contains important information about logging into your account for the first	
	time and accessing it from anywhere! So save this email in case you need to refer to it	
	later.	
	You can do so much with 3CX, apart from managing calls. Check our user guide to find	
	out.	
	Set your password to get started	
	Set your password	
	Account Details	
	Your extension number is 1015 OCX URL: https://www.new.acx.us	
	GCA UKL. https://setationeutological.org/10/ Check your voicemail by dialing 913/	
	Your voicemail PIN is 9%	

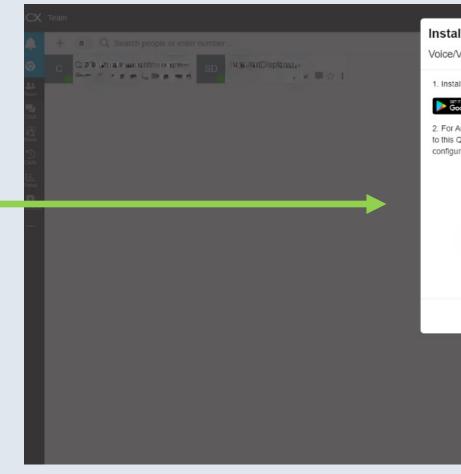


MOBILE APP

- Create new password
- Log into the 3CX Web Client with your extension number and new password.

Your QR code will appear here

• If you click "Ok" before scanning the QR code, press the QR code image on the top right-hand side.





Install the 3CX App! Automatical and chat with colleagues I.Install the [05], Android or Vindows app Image: Collect and Collect

HOW TO TURN OFF MOBILE APP

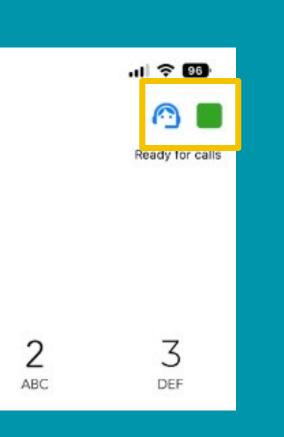
• Click the GREEN BOX

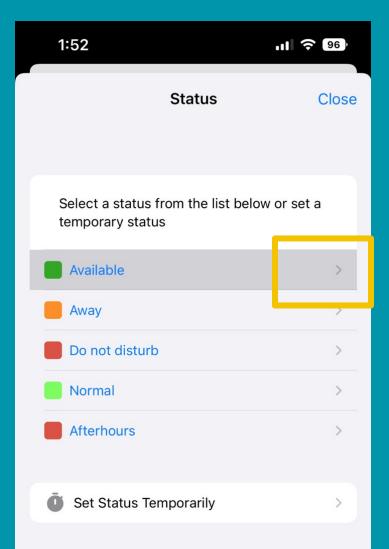
• Click the ARROW next to AVAILABLE *continue to next slide

1:52 $\equiv 3CX$

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HOW TO TURN OFF MOBILE APP

• Turn off ACCEPT PUSH NOTIFICATIONS



1:52	ıll 🗢 96)
Status	Apply
Available	
CUSTOM STATUS MESSAGE	
UNANSWERED CALLS	
No answer timeout	20 sec >
Forward external calls to My voicemail	>
Forward internal calls to My mobile	>
BUSY OR NOT REGISTERED	
Forward external calls to My voicemail	>
Forward internal calls to My mobile	>
MISCELLANEOUS	
Accept multiple calls	
Also ring my mobile	
Accept PUSH notifications	

EXTRA RESOURCES



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HOLD VS. PARK

HOLD

• Hold can only be picked up by the person who placed the call on hold.

- Park can be picked up by anyone in the organization.
- To place a call on park, simply press the "SP" button.



PARK



- Dial code provided by Syntrio Tech to page all phones.
- Page is announcement. Other users cannot speak back.
- Paging must be setup by Syntrio



all phones. speak back.

VOICEMAIL / INTERCOM

• Directly to Voicemail

- Dial *4 and then the extension to transfer directly to voicemail.
- Example:
 - TRANSFER *4 EXTENSION

Intercom

 Dial *9 and then the extension.

*available upon request.



FLASHING RED LIGHT

Flashing red light could mean two things.

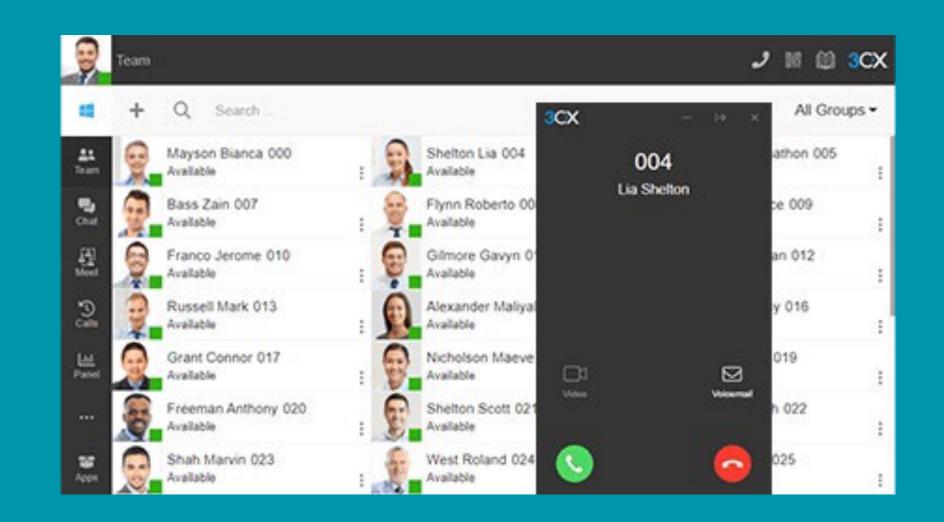
- 1. Voicemail
 - Hit the MESSAGE button to check voicemail.
- 2. Missed Calls
 - If you missed a call the red light will flash.
 - Simply press the HISTORY button to view missed calls.



WEBCLIENT & WINDOWS CLIENT

 For additional features and information, check out the web client.

<u>CHECK OUT THE VIDEO</u> CHECK OUT THE WEBSITE





YealinkT43U





LCD Screen Soft Keys 3 **Call Feature Keys** Mute Headset Messages Redial Speakerphone

YealinkT46U









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Yealink CP935





YealinkW77R - Wireless





YealinkW77P – Cordless





YealinkT57





YealinkWH63





PHONE GUIDE

Actions

- Ringer Volume (L&R Arrows)
- Up Arrow (Access Intercom)
- Down Arrow (Access Directory)

To place a call, dial number and press Green Button

Hold

- Top Right Key (Line Status)
- Arrow Down
- OK
 - Top Left to Resume

Call History





Mute

PHONE GUIDE

Transfer

- Press Transfer
- Enter Extension
- Top Right to complete transfer

Voicemail

- Message Key
- Arrow Down
- OK
 - Follow instructions

Add Contacts

- Down Arrow
- Options
- New Contact
- OK
 - Enter contact information
 - Save

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Mute



- Place and receive calls when away from the office.
- Import contacts from your office/school.
- Check voicemail
- Chat

