
icVOIP Training Syllabus

Differences

- **icVOIP is completely virtual**
 - System uses the Internet for all communications
 - There are no physical telephone lines / Line 1 / Line 2, and so on
 - All phones can be in use at the same time without running out of “trunk” lines
- **Phones can work outside of the office as though they are in the office**
 - A phone at another location will show caller ID as though it was still in the office
 - System can even recover easily during/after a catastrophic event
 - For example, if a building experiences a power failure, a phone need only be brought somewhere with an Internet connection to continue normal operation
 - Caveats: e911 and Internet “Quality Of Service”
- **Extensions refer to an individual instead of a particular phone/desk**
 - The phone itself is irrelevant and can ring for any extension
 - An individual can be reached on any phone by calling his/her extension
 - Even a phone outside of the system (Cell, Home, etc.)

Operations

- **Logging In**
 - Since each phone is just a communications conduit
 - Each individual must be identified before the system can route calls to that user
 - To be identified, each user must login to the phone wishing to receive calls at
 - Press the LOGIN soft key
 - Enter assigned extension
 - Press the LOGIN soft key again to confirm entry
 - Note: Each phone will attempt to maintain the login information for as long as possible
 - However, every user should verify login status each time they arrive at a phone
- **Making a Call**
 - Two calling methods are available
 - Classical
 - Cell-Style
 - *Classical* is performed by picking up the handset and then entering a dialing number
 - Call will begin after a short delay without pressing any additional keys
 - Otherwise, pressing the SEND soft key will force the call to begin immediately
 - *Cell-Style* is performed by entering a dialing number before picking up the handset
 - Picking up the handset will cause the call to begin immediately

- Dialing numbers are defined as
 - Any traditional telephone number
 - Any 3 digit user extension
 - A variety of programming/control codes
- In addition to picking up the handset, other methods are available to initiate a call
 - Pressing the speakerphone button
 - Pressing the headset button (if a headset is connected)
- **Hold vs. Park**
 - The HOLD hard key pauses the current call allowing another process to occur
 - Caller will hear hold music
 - This operation does NOT allow transfers
 - Press the RESUME soft key to return to the call
 - If multiple calls are shown on the display, use arrow keys to select the desired call
 - The PARK soft key places the caller into a Virtual Holding Area
 - Caller will hear hold music
 - This operation allows anyone, from any system phone, to pick up the parked call
 - This feature is most similar to a traditional hold
 - After pressing the PARK soft key, enter a number to be used as the parking space
 - A valid entry is any number between 1 and 9999
 - This number is most similar to a traditional “Line 1”
 - To retrieve a parked call
 - Press the RETRIEVE soft key on any system phone
 - Enter the parking space number
 - If a call is not retrieved within two minutes, the call will ring back to the originator
- **Transfers**
 - Two transfer methods are available
 - Blind
 - Attended
 - Caller will hear hold music whether either method is used
 - *Blind* transfer immediately hands off the caller to the recipient
 - Press the TRANSFER hard key
 - Press the BLIND soft key
 - Enter an extension, or a traditional telephone number, to force a transfer to
 - Press the SEND soft key
 - *Attended* transfer permits speaking with an intended recipient before the caller is handed off
 - Press the TRANSFER hard key
 - Enter an extension, or a traditional telephone number, to attempt a transfer to
 - Press the SEND soft key
 - Discuss caller with intended recipient
 - Press the TRANSFER hard key to connect caller to recipient
 - Or, press the CANCEL soft key to return to caller

- **3-Way Calling / Conference Calls**
 - While communicating on an existing call, press the CONFERENCE hard key
 - Dial a second party by user extension or traditional telephone number
 - When it is desired to combine the calls, press the CONFERENCE hard key again
 - Once a conference exists, calls may be split by pressing the SPLIT soft key
 - After splitting, choose a call to connect to by using the arrow keys
- **Mute**
 - Press the MUTE hard key to turn off local microphone
 - Anything received by the caller's microphone is still heard
 - Caller will NOT hear hold music
 - Note: It is recommended to use the MUTE function when on a conference call consisting of multiple callers
- **Intercom**
 - One Way Broadcast is performed by dialing a user's extension preceded by a single # sign
 - Two Way Communication is performed by dialing a user's extension preceded by 2 # signs
 - Global One Way Broadcast can be performed by dialing #*

Voicemail

- Three methods are available to receive voicemail
 - Via an E-Mail (default)
 - Via System Phone
 - Via Remote Call-In
- Four methods are available for new voicemail notification
 - Via an E-Mail
 - Via Text Messaging
 - Via Call Back
 - Via Pager
- *Voicemail via E-Mail* sends an MP3 music file as an attachment to user's email address
 - By default, any voicemail sent via email is automatically moved to the VM trash folder
- *Voicemail via System Phone* allows easy retrieval of any voicemail currently in the VM inbox
 - Press the MESSAGES hard key and follow the directions given verbally
- *Voicemail via Remote Call-In* allows retrieval of any voicemail currently in the VM inbox
 - Call primary business phone number
 - Press * after first ring
 - Follow the directions given verbally (password is the same one used for icVOIP.info)
 - Note: For this method to work effectively, a numeric password should be set

Configuration and Reports

- <http://www.icVOIP.info> or <http://weblink.freedomvoice.com>
 - Enter primary business phone number
 - Enter email address and password

Defaults

- Everyone will be assigned a 3 digit extension
- Everyone will receive voicemail via email
 - All voicemail will be deleted from phone system automatically once received in email
 - Any voicemail can be forwarded to anyone, just like any other email
- Receptionists will attempt an attended transfer whenever possible
- Auto Attendant will always perform a blind transfer
- Some people may be assigned to a 2 digit group
 - Groups ring multiple phones simultaneously
 - Caller is connected to the first person who answers the call
 - For example, group 80 is known as the primary call reception group
 - All incoming calls will ring this group
 - If any call is not answered for any reason, the Auto Attendant will handle the call

Commonly Requested Options

- Remember, Innovative Concepts is here to help
 - It is preferred that you call Innovative Concepts before making any changes
 - Once everyone is more comfortable, many users may make changes themselves
- Remember, this system can do a lot
 - Innovative Concepts has configured everything to a known working state
 - It is recommended that everyone use the system for a least 2 weeks before making changes
- Simultaneous Ring
 - Allows intended caller to receive calls from multiple phones (Work, Cell, Laptop, Tablet)
 - Caller is connected to first answered device
 - Remember, a non-connected cell phone will answer via its personal voicemail!
- Call Announce
 - There are many options to announce the caller and the intended recipient
 - Commonly used when a single phone is setup to ring for multiple people or multiple groups
 - Also gives intended caller a “heads up” when receiving a blind transfer
- Call Queue
 - Caller will hear hold music and told place in queue periodically
 - Intended Recipient can use [icVOIP.info](http://www.icVOIP.info) to view current queue

Initial Tasks

- Record your outgoing message (Press the MESSAGES hard key and follow the menu)
 - Played anytime you are not available just before allowing a message to be recorded
- Record your name (Press the MESSAGES hard key and follow the menu)
 - Played during “Find By Name” Auto Attendant feature and/or during Call Announcements
- Login to <http://www.icVOIP.info>
 - Just look around for now