

# SIMPLE FIBER

INTERNET & VOICE MADE SIMPLE



## CORDLESS PHONE USER GUIDE

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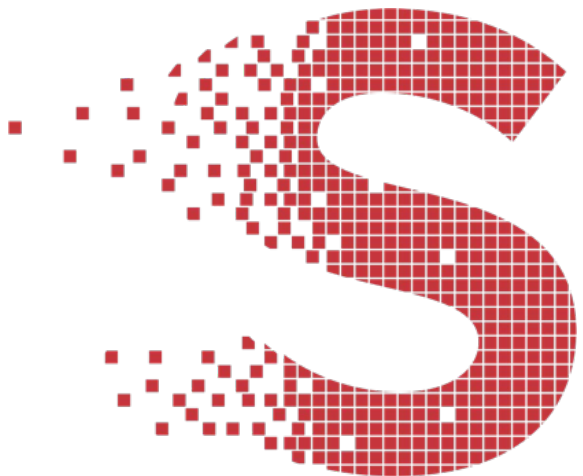
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## Welcome to Voice made SIMPLE with **SIMPLEFIBER COMMUNICATIONS.**

At SimpleFiber we pride ourselves on providing an integrated voice platform that delivers dozens of vital features to all our clients ranging from multinational corporations to local small businesses. This guide will provide simple explanations on how to use our most basic and common phone features.

For support on more complicated features of our phone systems, please contact SimpleFiber Support at 888-455-0151 or contact us via Email at [phonehelp@simplefiber.com](mailto:phonehelp@simplefiber.com)

To access your online portal with call logs, call recordings, voice mail and more you can visit <https://talk.simplefiber.com>



## Your Questions, Answered.

The following topics can help you find quick answers to frequently asked questions about your SimpleFiber phone service. For additional assistance, visit [www.simplefiber.com/support](http://www.simplefiber.com/support) or call our support line at 888-455-0151.



# Receive a call



When a call comes in, you have three ways to answer:

## HANDSET

Press the Send button (**GREEN**) or the Accept (**RED**) button on the screen.

## SPEAKER PHONE

Press the Speaker button (**ORANGE**).

## PLACE A CALL

Making a call with your phone is as **SIMPLE** as using your cell phone.



Simply dial the number, including the area code, or, the extension, and complete using one of the following options:

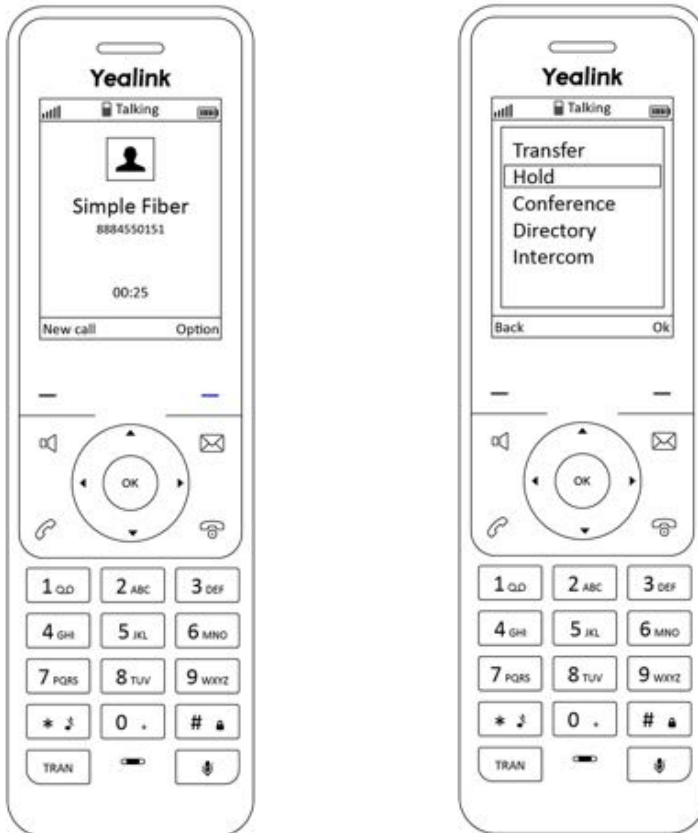
### HANDSET

Press the send button (**GREEN**).

### SPEAKER PHONE

Press Speaker button (**ORANGE**).

# HOLD A CALL



With this system, you have two ways to hold a call: **PRIVATE** and **PUBLIC** which is referred to as parking. (see page 8 on how to park a call)

To put someone on a **PRIVATE** hold on your phone, simply press the options button (**BLUE**) on the screen. Then use the arrow keys to highlight the hold option and press the OK button. To pickup a private hold you will press the resume button on the screen.

**TIP:** Pressing the New call button on the screen automatically puts your current call on hold.

# TRANSFER A CALL

## BLIND TRANSFER (UNANNOUNCED)

Press the TRAN button (**ORANGE**) to initiate (*this will automatically place your current call on hold*).

Enter the destination where you wish to transfer. This can be another users extension or a 10 digit number such as a cell phone.

Press the transfer button (**ORANGE**) again to complete the transfer.





## **ATTENDED TRANSFER**

### **SUPERVISED TRANSFERS (ANNOUNCED)**

Press the TRAN button (**ORANGE**) button or the to initiate.

Enter the number, either a local extension or remote number such as a cell phone you wish to transfer to, press the send button (**GREEN**) and wait for the call to connect. This method allows you to talk to the person before you transfer a call to them.

Press the transfer button (**ORANGE**) again or just simply hang up to complete the transfer.

To **CANCEL** the transfer just press END button (**RED**) option on the screen. You will automatically go back to the initial call.

## **TRANSFER DIRECTLY TO VOICEMAIL**

Press the transfer button (**ORANGE**) to initiate.

Enter 03 plus the extension number.

Press transfer a 2nd time to complete.

## **TRANSFER TO INTERCOM**

Press the transfer button (**ORANGE**) to start the process.

Press the number 08 plus the extension.

Press the transfer button (**ORANGE**) again or press the END (**RED**) button to complete the transfer.

**TIP: You can even transfer calls to an external number such as a cell phone.**

## PARK A CALL

Park is a system-wide function. This means a call parked at one phone may be picked up by any other phone within your local office.

Press the Asterix button (**ORANGE**) 3 times. You will hear a message that will tell you the queue the call was placed in.

## PICK UP

When ready to pickup the call, simply dial the extension for the park queue and press send (**GREEN**).

## PARK QUEUE EXTENSIONS

- Park 1 = 701
- Park 2 = 702
- Park 3 = 703



**TIP:** You can add the Park extensions to your phones directory so you can just select it from the directory and press send to pickup the call.

# VOICEMAIL FEATURES

Default Voicemail PIN: 1234

## CHECK VOICEMAIL AND CHANGE VOICEMAIL SETTINGS.

Press the message button (**BLUE**) or dial 5001. You will hear prompts to guide you through the available options.

## CHECK VOICEMAIL REMOTELY

Call your extension until you reach your voicemail. Press the \* key and enter your voicemail password followed by the # key.

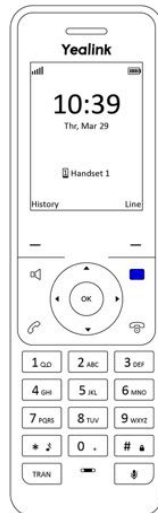
## CHECK VOICEMAIL FROM WEB PORTAL

Log into <https://talk.simplefiber.com> and select the message tab. You have the ability to listen, download, delete or forward your messages.

# VOICEMAIL TO EMAIL

Voicemails may be sent to your email enabling you to listen to your voicemail messages using your computer or smartphone.

This can be enabled in your portal under Voicemail > Email Notification.



**Tip:** It is recommended to set the email notification to "Send w/ attachment move to trash." This option will allow each voicemail to remain in our email inbox until the email is deleted, keeping the phone voicemail box from becoming full.

## **CALL FORWARDING**

It is possible to forward your extension to another extension or to a remote number. To make forwarding active, dial \*72, then the remote number or internal extension you wish to forward to. You will hear the greeting: "Forward Always", followed by the phone number that you are forwarding to.

## **CANCEL CALL FORWARDING**

When you wish to stop call forwarding your number:

Dial \*73 from your phone

You will hear the confirmation "forwarding is now disabled."

TIP: To forward your main number, you can log into your portal at <https://talk.simplefiber.com> (Manager permissions are required.)

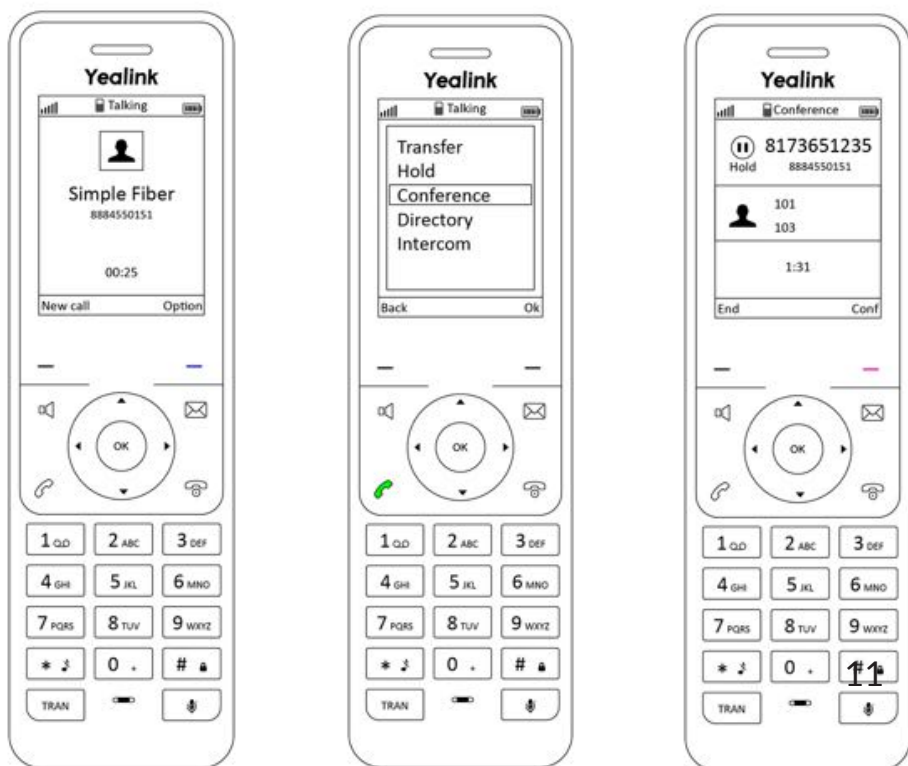
# CONFERENCE CALLING / 3-WAY CALLING

This awesome **SIMPLEFIBER** voice feature allows you to connect 2 callers and yourself for a group conversation.

While on an active call just press the options button (**BLUE**) on the screen. Use the arrow buttons to highlight the conference option and press the OK button.

Dial the extension or 10 digit number you want to connect with and press the send button (**GREEN**).

When the 3rd party answers just press the Conference button (**PINK**) on the screen to connect all callers.



# PAGE ANNOUNCEMENT

Paging allows you to announce a message via the speaker-phone at every active extension within your entire local office.

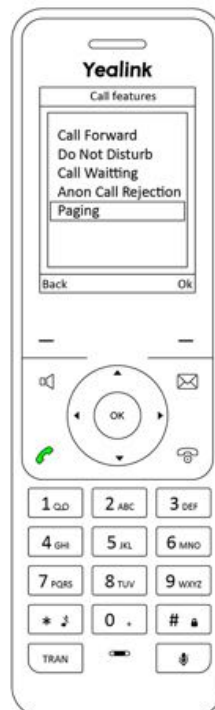
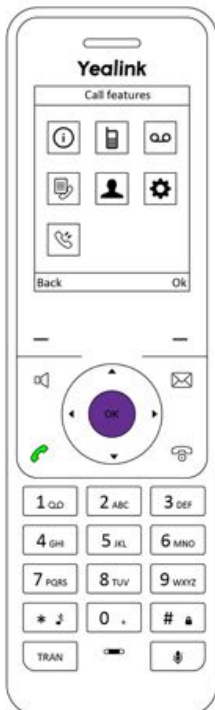
Press the OK button (**PURPLE**) on the phone, use the arrow keys to highlight call features option and press the OK button, now highlight the paging option, press the OK button and speak your message. (*NOTE: Paging is 1-way audio only.*)

# PHONE INTERCOM

The intercom allows two-way communication between two active extensions.

Dial 08 plus the extension.

Press the send button (**GREEN**), both parties will hear a beep.





## ADDITIONAL QUESTIONS?

SimpleFiber has an advanced suite of features that vary in complexity. For advanced configuration and questions please visit [www.simplefiber.com/support](http://www.simplefiber.com/support) or call our support line at 888-455-0151.

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