

SIMPLE FIBER

INTERNET & VOICE MADE SIMPLE



PHONE FEATURES

USER GUIDE

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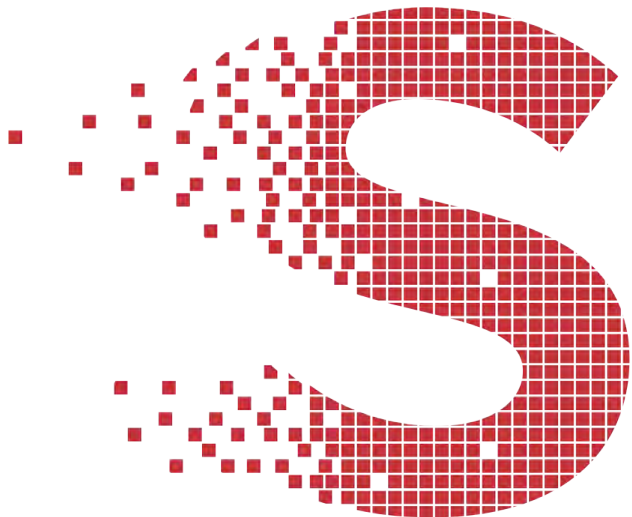
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Welcome to Voice made SIMPLE with **SIMPLEFIBER COMMUNICATIONS.**

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

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

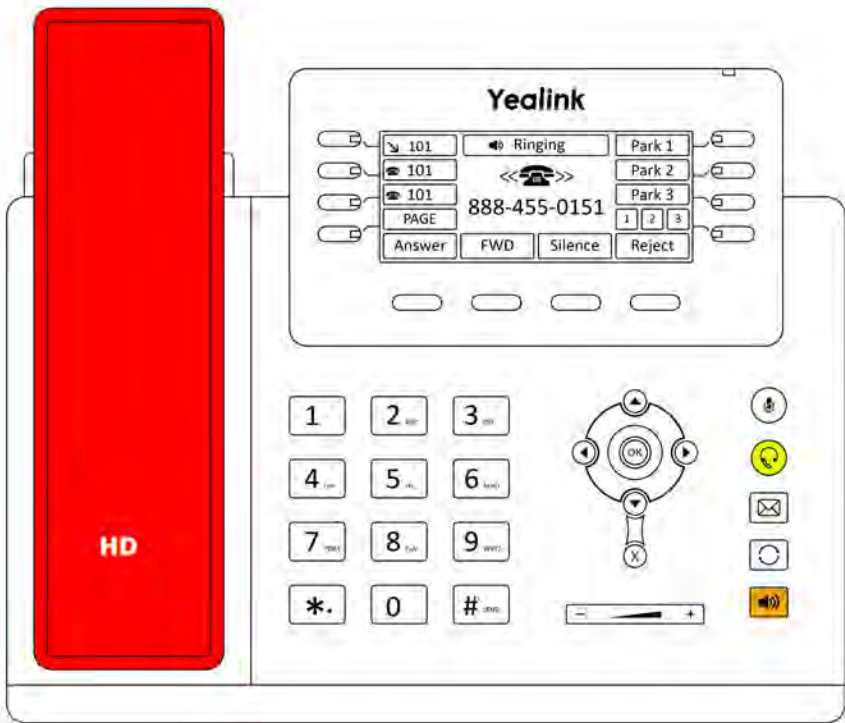


Your Questions, Answered.

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 or call our support line at 888-455-0151.



Receive a call



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

HANDSET

Lift the handset (**RED**) off the hook.

SPEAKER PHONE

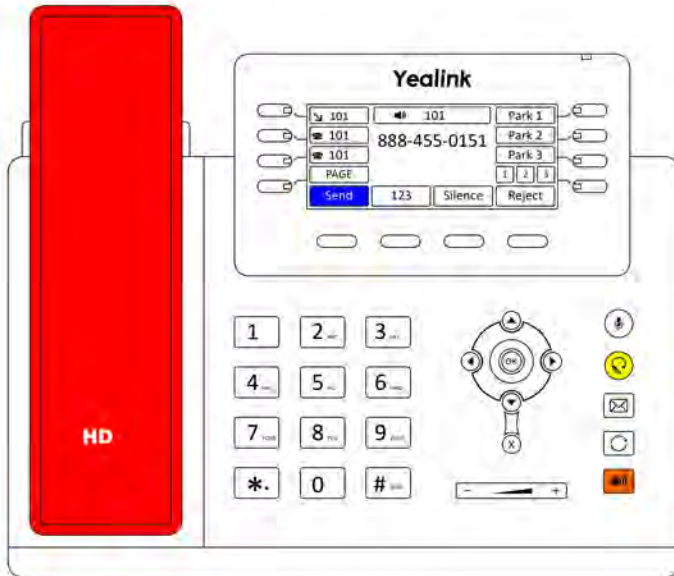
Press the Speaker button (**ORANGE**).

HEADSET

Press button to answer using a connected headset (**YELLOW**).

PLACE A CALL

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



Simply dial the number or extension including the area code. Then use one of the following to connect:

HANDSET

Lift the handset (**RED**) off the hook.

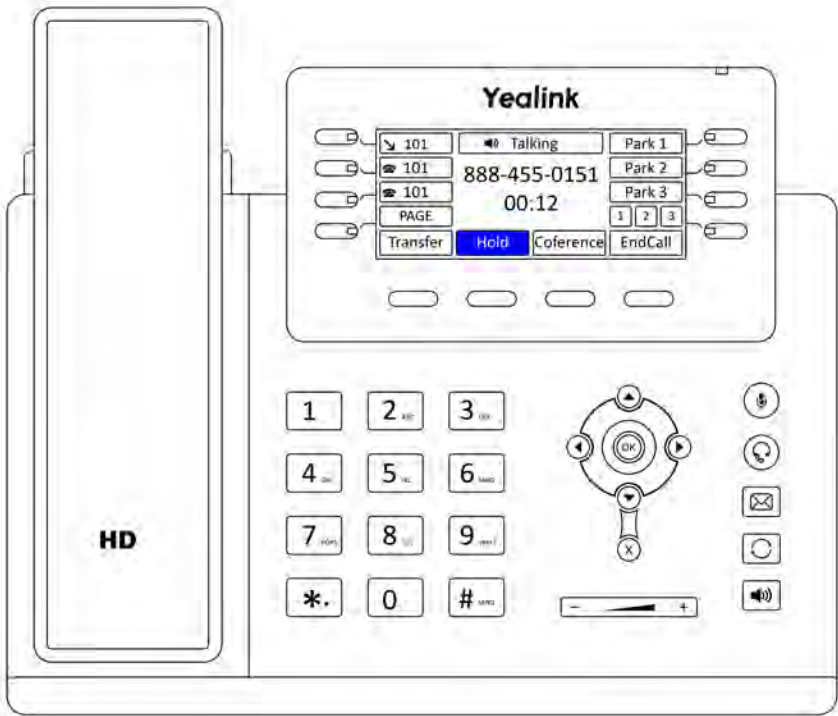
SPEAKER PHONE

Press Speaker button (**ORANGE**).

HEADSET

Make sure the headset light (**YELLOW**) is illuminated, then press the send button (**BLUE**).

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 hold button (**BLUE**) on the screen.

TIP: Pressing another line key automatically puts your current call on hold

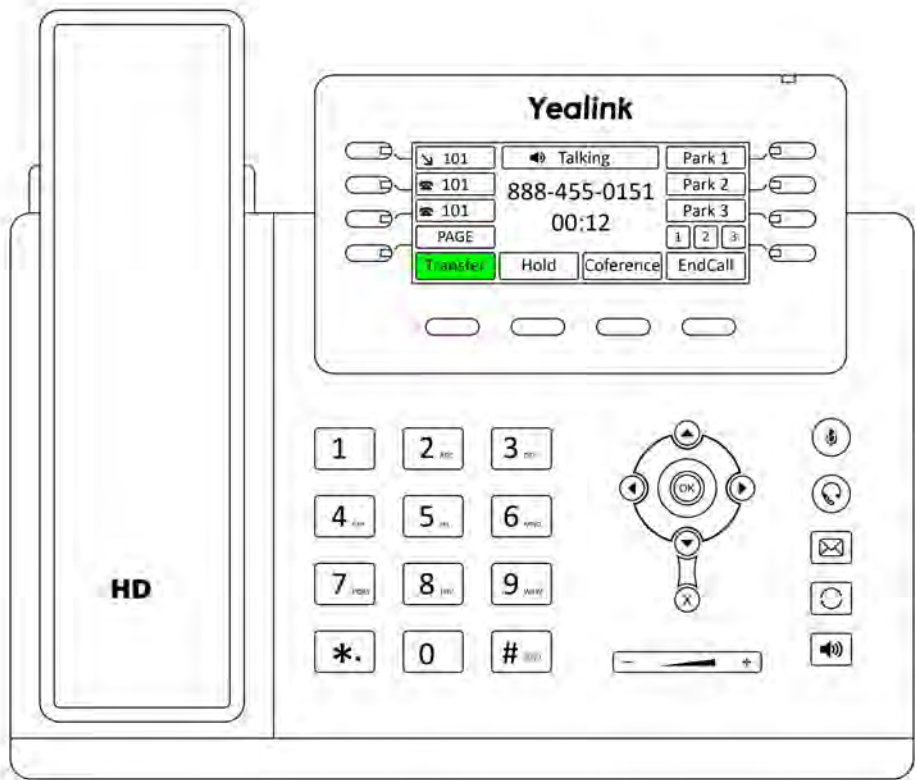
TRANSFER A CALL

BLIND TRANSFER (UNANNOUNCED)

Press transfer button (**GREEN**) 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 transfer button (**GREEN**) a 2nd time or just simply hang up to complete the transfer.



ATTENDED TRANSFER

SUPERVISED TRANSFERS (ANNOUNCED)

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

Enter the number, either a local extension or remote number such as a cell phone you wish to transfer to, 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 (**GREEN**) again or just simply hang up to complete the transfer.

To **CANCEL** the transfer just press cancel and then the flashing line key to return to your original call.

TRANSFER DIRECTLY TO VOICEMAIL

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

Enter 03 plus the extension number.

Press transfer a 2nd time to complete.

TRANSFER TO INTERCOM

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

Press the number 08 plus the extension.

Press the transfer button (**GREEN**) a 2nd time to complete.

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

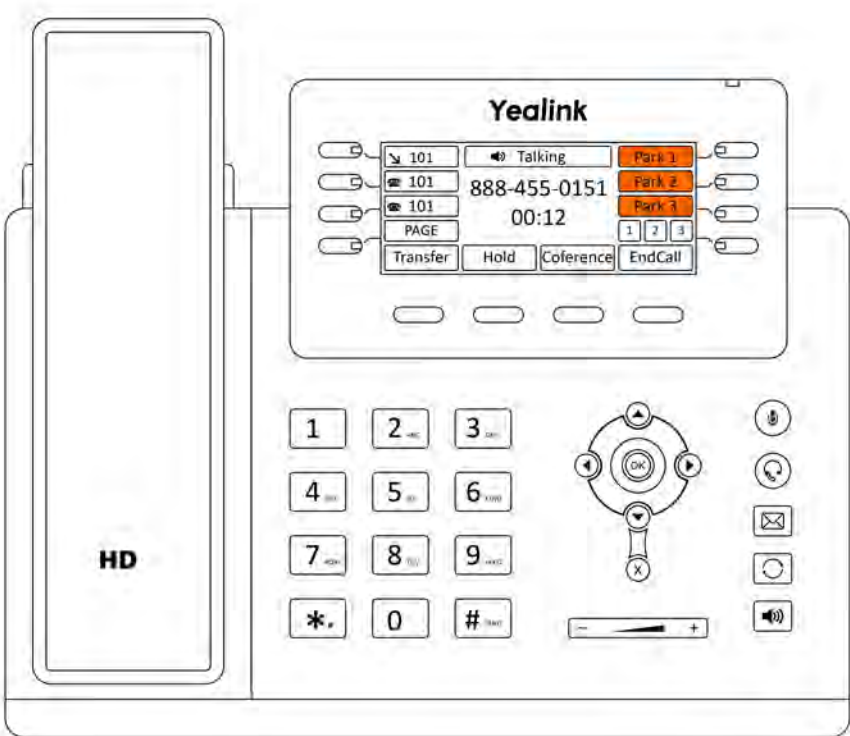
PARK A CALL

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 one of the Park buttons (**ORANGE**) with a green light to park the call.

PICK UP

When ready to pickup the call, simply press the same park line to pickup the call. It is possible to pickup a call from any phone regardless of where it was parked.



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.

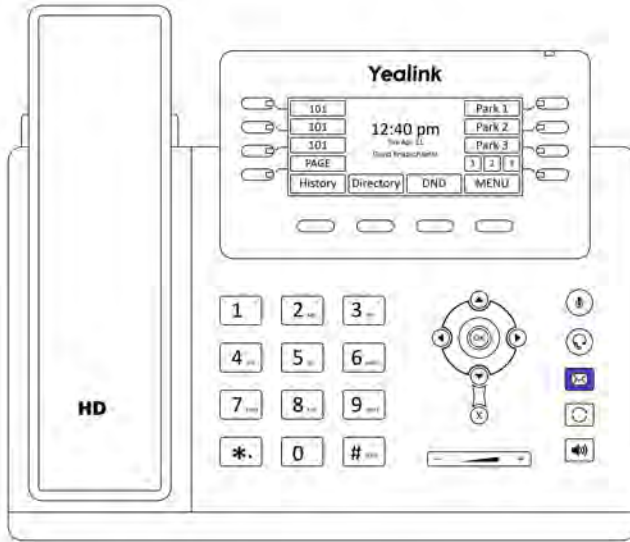
CHECK VOICEMAIL FROM WEB PORTAL

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: "Forwarding is now active.", 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.)

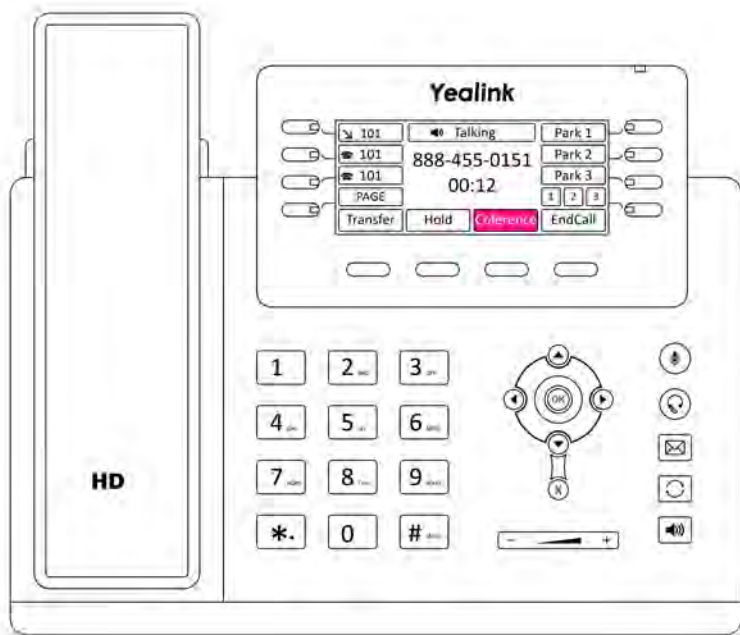
CONFERENCE CALLING / 3-WAY CALLING

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

While on an active call just press the conference button (**PINK**) on the screen or the phone.

Dial the extension or 10 digit number you want to connect with and wait for the call to connect.

When the 3rd party answers just press the conference button (**PINK**) again 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.

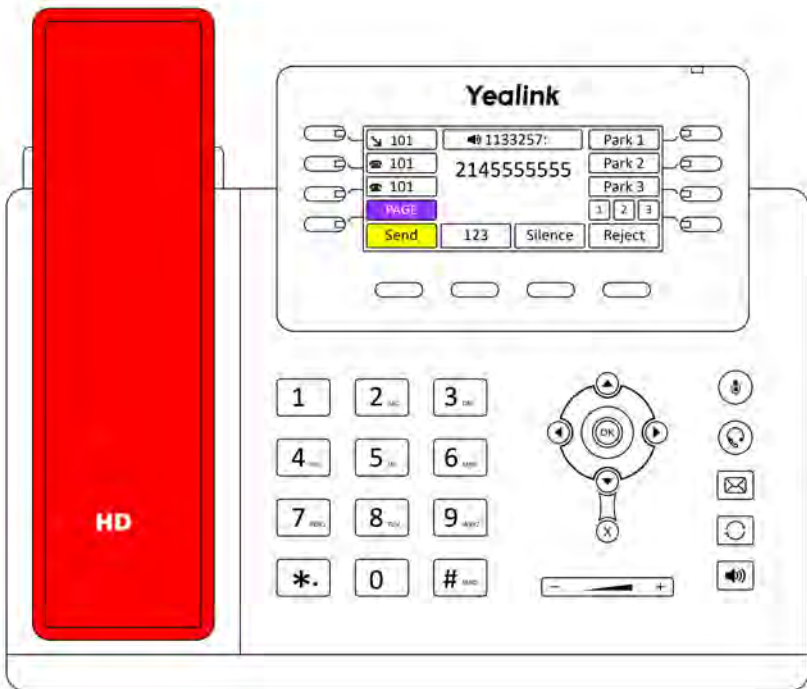
Press the page button (**PURPLE**) on the screen and then lift the handset and speak your message. (NOTE: Paging is 1-way audio only.)

PHONE INTERCOM

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

Dial 08 plus the extension.

Press the send button (**YELLOW**) or pickup the handset and 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 or call our support line at 888-455-0151.

SIMPLEFIBER[®]

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phonehelp@simplefiber.com