Ppowernet ™

Enabling you to connect.™

Voicemail

Using your Powernet Voicemail for the first time
1. Enter *86, or press the "Voicemail" button.
2. Enter your 6 Digit PIN (Powernet provided)
3. To change your PIN, enter Option 4, then Option 3.
4. To set up a new greeting, continue with Tutorial

Retrieving Voicemail
1. Enter *86 or press the "Voicemail button.
2. Enter your PIN and press #
3. If you have new messages, new messages will be identified
4. After hearing these new messages, you will be presented with the Main Menu

From outside your organization
1. Dial 513-845-6969
2. Enter your mailbox number (your 10-digit phone number) and press #
3. Enter your PIN and press #
4. If you have new messages, new messages will be identified
5. After hearing these new messages, you will be presented with the main menu.

Menu options
1 Play Inbox Messages - 1

2 abc Send Messages - 2

3 def Work with Greetings - 3

4 ghi Mail Box Settings - 4

6 mno Access Deleted Messages - 6

7 pqrs Log on as a different user - 7

0 + Help - 0

* Exit Voicemail System - *

Phone Functions

Making an external Phone Call
1. For local calls, dial the 7 digit number (i.e. 645-1111). For long distance calls, dial the 10 digit number (i.e. 513-645-1111).
2. If Powernet has enabled International calling for you, dial 011 + Country Code + Number (i.e. 011 + 44 + XXX - XXXX)

Making intra-office calls (Extension dialing)
1. Press the 3 or 4 digit extension number provided to your organization by Powernet
2. Press "Send" or pick up the handset/speakerphone/headset.

Using the Handset and Speakerphone to Make Calls
1. Pick pup up the handset, or press the speaker button to be presented a dial tone.
2. Dial the number you wish to call, and press the "Send" button. (**NOTE** On the VVX 500 and 600, the Send button is located on the touch screen).
3. Alternatively, you can dial the number you wish to call and then pick up the handset or press the speakerphone button, and the phone will begin dialing immediately.

Using a Powernet approved Headset
1. Plug in headset into the headset port on the back of the phone.
2. To activate the headset for a call, press the Headset button to the right of the dial pad.
3. Dial the number you wish the call, and press the "Send" button.

Switching between Speakerphone, Handset, and Headset during a call
1. From Handset to Speakerphone, press the Speakerphone button and hang up on the handset.

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

Initiating a 3-way conference call

1. When you are on an active call, you will see a "Conf" button on the bottom of your screen, press the button.
2. You will be asked to enter a number. This number can be an internal extension or an external number.
3. Press "Send" when you are ready to call the second party.
4. When the party answers, you will be presented with a "Join" button on the bottom of your screen. This will allow you to join all callers to one call.
5. **NOTE** If you hang up the call, all parties are disconnected.

Placing a call on Hold

1. During an active call, press the "Hold" button to place the call on hold.
2. To take the call off Hold, press the "Hold" button.
3. If you have "Music on Hold" service with Powernet, the party on hold will hear music.

Placing a call on Park (System-wide hold)

1. During an active call, press one of the "Park" keys programmed on your phone.
2. The call is now in a parking orbit. Any user in the organization belonging to the parking orbit can now pick up the call simply by pressing the "Park" key on their phone.

Transferring Calls

1. (Attended transfer - Talk to the transfer party before transferring calls to them)
2. During an active call, you will be presented with a "Transfer" button on the bottom of your screen.
3. Upon pressing the button, enter the internal extension or external number.
4. Press the "Send" button to initiate the transfer.
5. When the person answers, you will be able to speak to them prior to transferring.

6. To complete the transfer, press the "Transfer" button again. You will be disconnected, and the call will be transferred.

Transferring Calls

1. (Blind transfer - Transfer the call without speaking to the transfer party)
2. During an active call, press the "Transfer" button on the bottom of your screen.
3. Once you press "Transfer" you will be presented with another button on the bottom of your screen labeled "Blind". Press "Blind".
4. Enter the internal extension or the external number you wish to transfer the call to and press "Send" to complete the Blind transfer.

View Recent Calls

1. Tap the "Directories" key from the "Home" view.
2. You will be presented with a "Recent Calls" button that will allow you to view all recent calls.

Call Forwarding

1. Open a web browser on any computer, smartphone, or tablet and enter: myphone. pngcom.com.
2. Log in with your 10 digit phone number and PIN provided by Powernet.
3. You will be directed to the Dashboard of CommPortal. Access the "Call Manager" tab.
4. You will be able initiate Call forwarding and Do Not Disturb here, as well as modify rules.

Voicemail to Email

1. Open a web browser on any computer, smartphone, or tablet and enter: myphone. pngcom.com.
2. Log in with your 10 digit phone number and PIN provided by Powernet
3. You will be directed to the Dashboard of CommPortal. Access the "Settings" tab.
4. Under General, click the check-box for "Forward messages as emails".
5. Select the "add an email address" button to add the email(s) you wish to forward your voicemails to.
6. Select "Apply" to force the changes into effect.