



Environmental  
Products and Services Ltd

Award Winning Technology

# Environmental Products and Services Ltd

How to use the Telephone, Do's & Don'ts

# Getting to know your Device

## 1. Message Waiting Indicator

Flashes red to include a new message

## 2. Line Keys

## 3. Home Keys

Enables you to press (home) from any screen to display Home view. From Home view, Press (home) to display other phone views

## 4. Soft Keys

## 5. Navigation Key/Select Key

Scrolls through information or options displayed on the phone's

## 6. Headset Key

Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated.

## 7. Speakerphone Key

Enables you to place and receive calls using the Speakerphone. The key glows green when activated.

## 8. Mute Key

Mutes your audio during calls and conference. The key Glows red when audio is muted.

## 9. Volume Keys

Adjust the volume of the handset, headset, speaker, and phones ringer.

## 10. Microphone

Transmits sounds from your phone to other phones.

## 11. Speaker

Provides Ringer and hands-free (Speakerphone) Audio output

## 12. Dialpad

Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.

## 13. Transfer

Press to transfer calls to a desired extension or external number – calls are automatically placed on hold.

## 14. Messages

Press to see the quantity of voicemail messages waiting for dial 1 then press connect.

## 15. Hold

Press to place the current call on hold. Press Again to take off hold (or press held line key).



# Home View

## **New Call**

Place a call

## **Messages**

Access your voicemail

## **Directories**

Contacts

## **Forward**

Allows you to forward your calls to another number or extension

## **DND**

Do Not Disturb. Call will be directly delivered to voicemail when Enabled

## **Settings**

Access Admin and Basic Settings to customize phone

## **Applications**

List of Applications supported on VVX411

## **Calendar**

View calendar



# Setting up & Accessing Voicemail

## To configure the VOICEMAIL for the first time

- 1. Press or dial our feature code \*62 or your own extension.
- 2. The system will prompt you to enter your password. Your first-time password is **654123** and then  
press #
- 3. When prompted, enter and re-enter the new password (minimum 6 digits) and press #
- 4. Follow the prompt to record your name, Busy, and No Answer greetings.

## Your phone may indicate new voicemail messages by the following

- A message in the status bar, as shown next. The message indicates the number of new messages you have. The count is the total of all messages on all lines on the phone.

3:18 PM

1 new message

- A flashing Message Waiting Indicator, located at the top-right of your phone.
- An audible alert (if your phone is on-hook).



### Access Voicemail from your phone

1. Press or dial our feature code \*62 or your own extension.
2. The system will prompt you to **enter your password** and then press **#**
3. **Press 1** when prompted to access the message
4. The system will say how many messages you have
5. Follow prompt to listen to your messages accordingly

### Access Voicemail remotely

1. Dial your **direct number** or call to your main number and **dial the extension**
2. Press \* to direct to your voicemail
3. The system will prompt you to **enter your password** and then press **#**
4. **Press 1** when prompted to access messages
5. The system will say how many messages you have
6. Follow prompt to listen to your messages accordingly

If you **forgot your password** and wants to reset, call **1.877.228.6616** and Press **3** to let one of our representatives reset your voicemail password.

# Important 911 Information

**We want to make sure that you are aware of important differences in the way 9-1-1 service operates with a VoIP phone when compared with traditional telephone service. Here's what you need to keep in mind:**

## **Differences between traditional 911 service and VoIP phone 911**

With traditional phone services, your 911 call is sent directly to the nearest emergency response center. With VoIP phone service, your 911 call is forwarded to a third-party service provider that will automatically or manually route your call to the emergency response center.

## **Remember to provide your location**

Because you can move your VoIP phone between locations and because, for technical reasons, the emergency operator may not have your name, location or contact information available, you must immediately inform the emergency operator of your location and contact particulars any time you call 911.

Do not risk sending police or ambulance services to the wrong location.

## **Be prepared during any service interruption**

VoIP phone service depends not only on your continued subscription (and payment) for the service, but also on Internet connectivity and power to function. In the event of power, network, or Internet outages (including congestion), or if your service is disconnected or suspended due to non-payment, you may experience a failure, disruption or delay in your 911 service. We recommend that you keep an alternative phone service (such as a cellular telephone) handy to increase the reliability of your access to emergency services during any service interruption.

## **Do not disconnect**

Until you are told to do so by an emergency dispatcher, do not disconnect your 911 call. If you are inadvertently disconnected, call back immediately.

# Volume Control

## Call Volume

To adjust the volume while you are on a call, press **+** on the **Volume button** to increase the volume, or press **-** to decrease the volume. Press **Set**.



## Ringer Volume

Pressing the **Volume button** while not on a call adjusts the volume of the phone **ringer**.



## Mute / Unmute Call

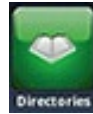
To **mute** the phone microphone, press **Mute**. The button lights red. Press **Mute** again to unmute.



# Contact Directory

## To find a contact within Organization

1. Press **Home** key and then press **Directory**.
2. Select **Corporate Directory** and **scroll** through the contacts.



## To find the Saved Contact

1. Press **Home** key and then press **Directory**.
2. Select **Contact Directory** and **scroll** through the contacts.



\* You can enter the last name once you select the Directory to quickly search through the contacts.

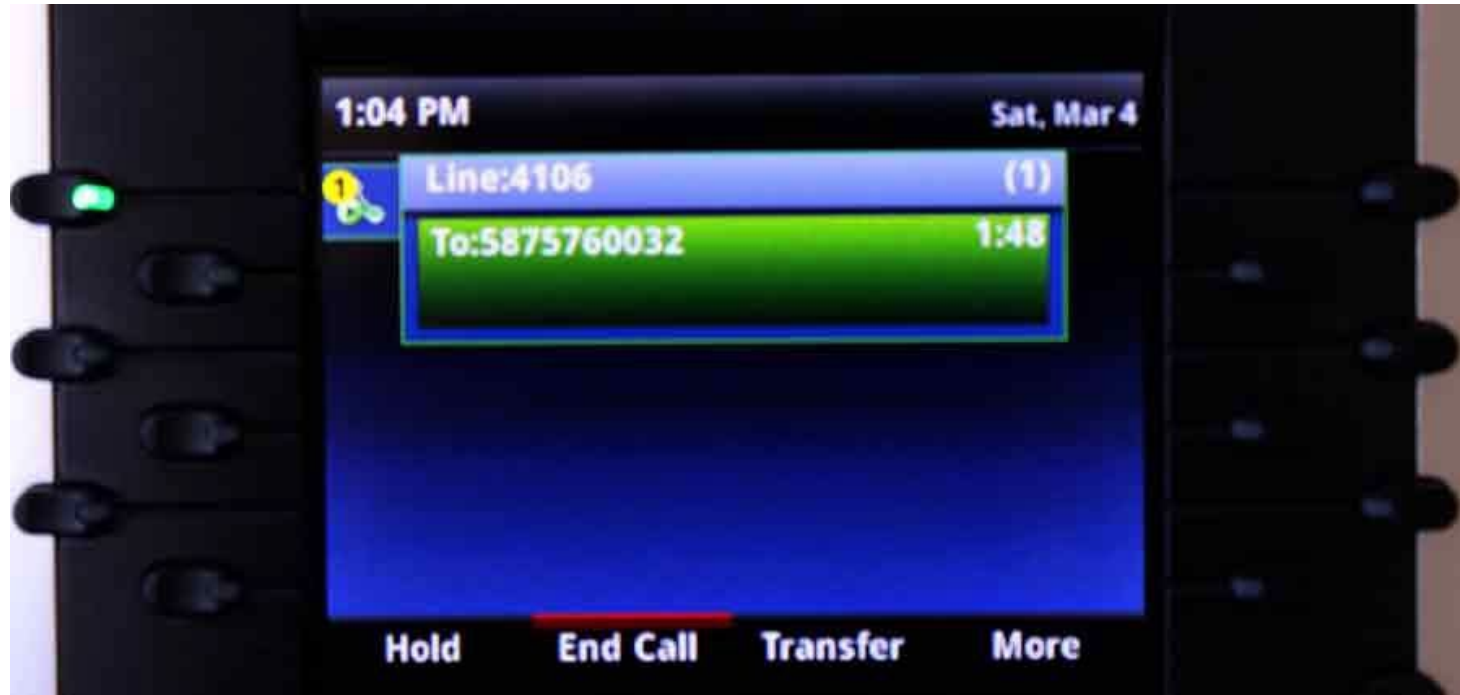


# Lines View



*Lines shows up on your phone by default. Your phone lines, your favorites, and conditional soft keys as shown at the bottom of the screen.*

# Active Call View



*The active call will display as shown. It will show the timer on the top right and the calling party name is centralized on the screen. The soft keys will be available once the call is active.*

# Calls View



The following colors indicate the call statuses on your phone:

- **Dark green** Active call
- **Bright blue** Incoming call
- **Dark blue** Held call

*You can use the up and down arrow keys to check call status.*

# Making Calls

## Internal

To call a person within your organization, lift the headset and dial the extension. Once you dial the number hit Send key to complete a call.

## External

To call a number outside of your business, lift the headset and dial the number. You can any number in Canada or United States without adding 1 in the beginning of your phone number even if it is long distance call. If you want to call an international number you must dial **011** followed by the country code and the number you wish to reach. Once you dial the number hit Send key to complete a call.

## Emergency

In the case of emergency, lift the headset and dial **911**. Once you dial the number hit Send key to complete a call.

## Ending a call

To end a call, simply hang up or press the Drop or Cancel key on the phone screen.



You can use the headset



or speaker





phone to make / end call, simply hit the

button on the phone accordingly.

# Answering Calls

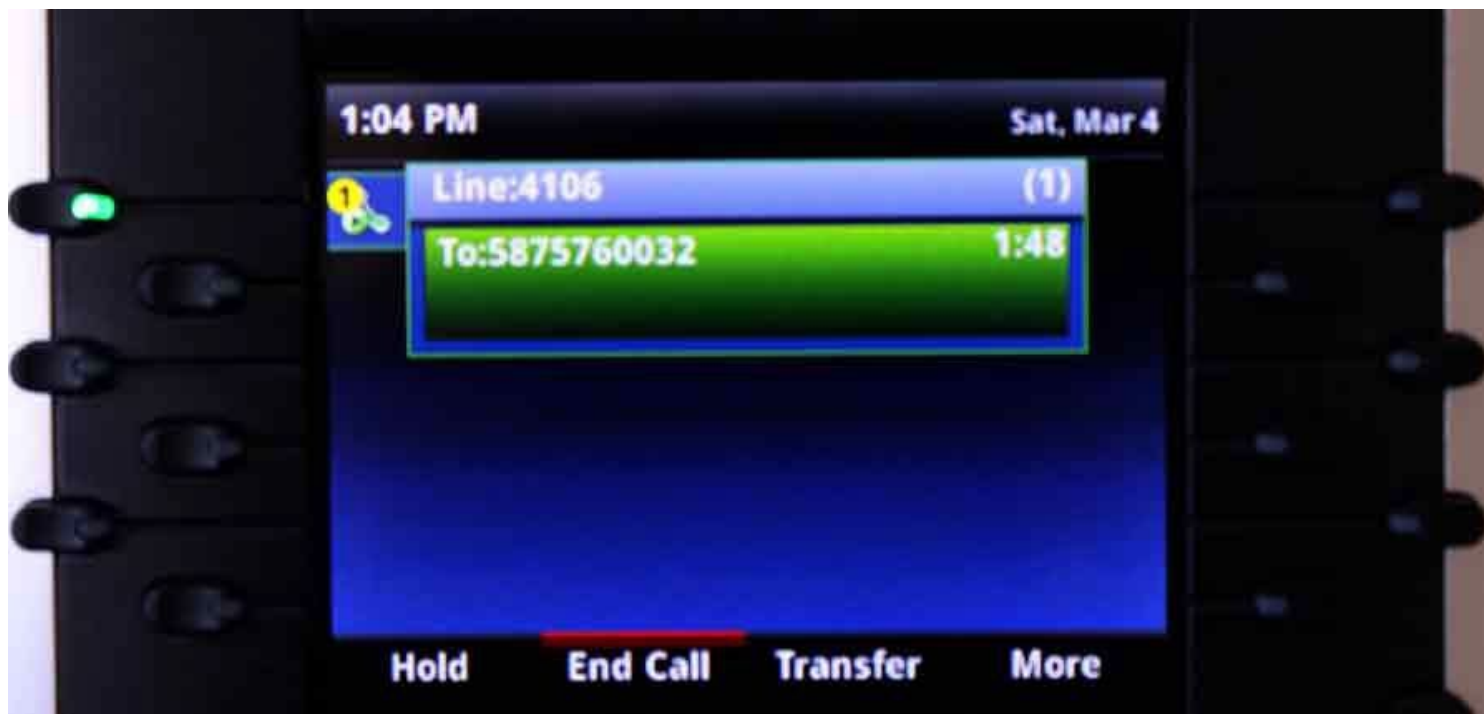


## Answer a call

To answer a call, you simply lift the receiver and answer. If you want to use the headset  or speaker  phone to answer, simply hit the answer button on the phone accordingly.

*On the phone screen, you can see the caller's name.*

# Place a Call on Hold



To put a call on hold, press the **Hold** button or



# Call Waiting

You can get more than 1 call depending on the setup. If you are on the call and another person calls, it will be ringing on the caller's end and it will flash on your phone screen.

1. Place the active call on **Hold** by hitting the hold key or press





2. Answer the waiting call by scrolling between calls and hit **Answer** on the phone screen

\* You can retrieve the call that you put on hold by scrolling between the calls and hit **Answer** or you can **Join** all calls by hitting on the phone screen.

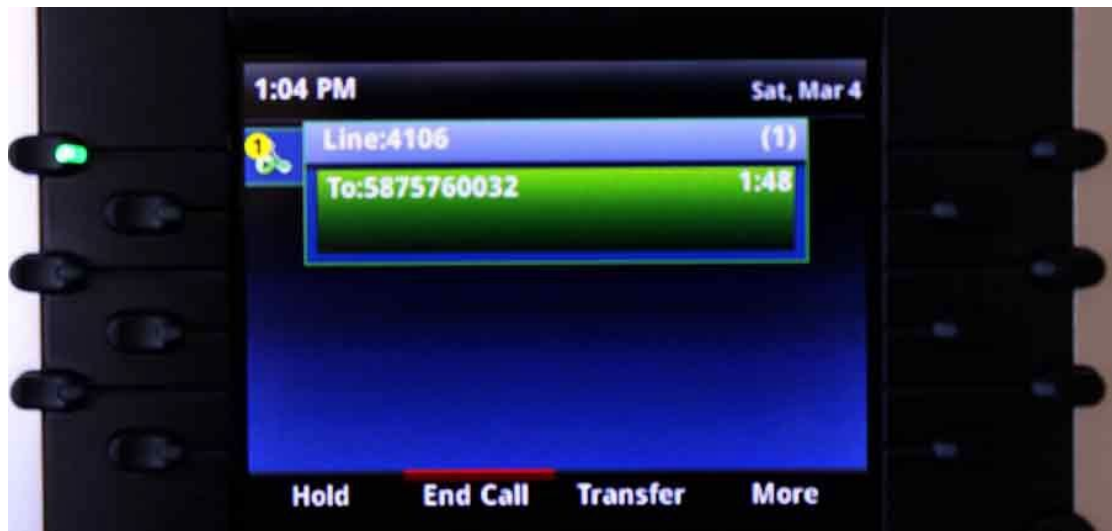
# Transferring a CALL

## To perform an attended transfer:

1. When on a call, press **Transfer** or press  The active call is held.
  2. **Place a call** to the person you want to transfer the call to.
  3. Press the **Transfer** button or  to complete the transfer.
- To **cancel** the transfer before the call connects, hit Cancel.

## To perform a blind transfer:

1. When on a call, press and hold **Transfer**.





2. Select **Blind**. The active call is held.



3. Place a call to the person you want to transfer the call to.

The call automatically transfers to the person you specified.

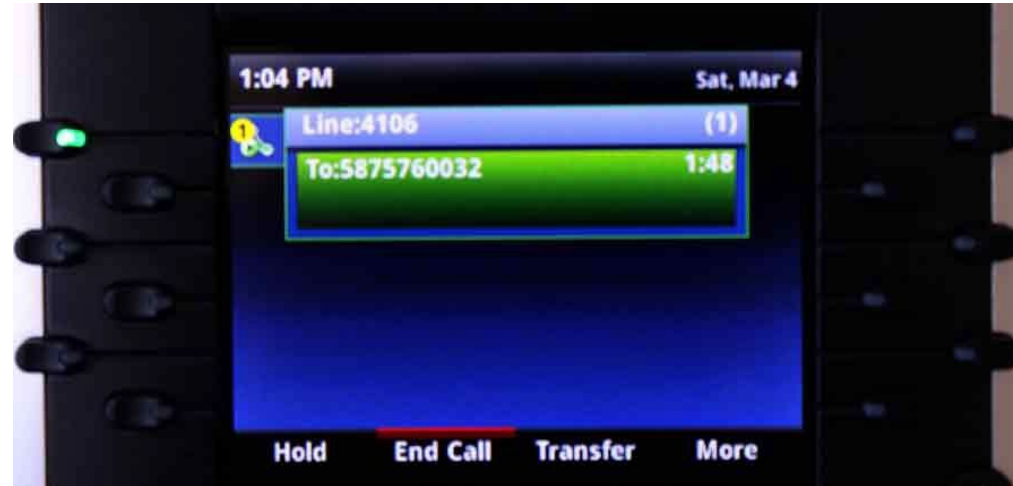
**To perform a direct transfer to voicemail:**

1. When on a call, press **Transfer** The active call is held.

2. Press **Blind** and place a \* in front of the extension number (ex \*62900). To see Blind, press More, and then Blind.



*The call automatically transfers to the select voicemail box you specified.*

# 3-way Calling





You can have 3 concurrent calls and make it an audio conference call between all 3 people.

## Generate an audio conference

1. Call the first person [ref](#)
2. Hit **Confrenc** or  and call the second person
3. Hit the **Confrenc** or  key on the phone key again to connect all 3 people

## If you received a call and you want another person to join the same call

- 1. Hit **Confrenc** or  and call second person
- 2. Hit **Confrenc** or  key on the phone key again to connect all people

# Voicemail

To access or retrieve the voicemail, please check page 4

Once you logged into the voicemail, you will have the following choices based on your set up.

Key	Main Menu
1	Access Voicemail
2	Compilot express Profile
3	Greetings Menu
4	Call Forwarding
5	New Announcement
6	Pass Code Reset
9	Exit
*	Repeat

Key	Message
1	Listen to Voicemail
2	Busy
3	No Answer
4	Extended Away
5	Compose & Send new Message
7	Delete Messages
*	Compilot Voice Portal
#	Repeat

Key	Greetings Menu
1	Record your Name
*	Previous Menu
#	Repeat

Key	Greetings Menu
1	Record your Name
2	Review current greeting
*	Previous Menu
#	Repeat

You can navigate based on your choice. If you **forgot the password** and wants to reset, you can call **1.877.228.6616** and Press **3** to let one of our representatives reset your voicemail password.

# Call Logs (Received / Missed)

Using your handsets circular Navigation keys whilst in Lines view, you can quickly go to the following features:

## Redial (Placed Calls List)

Press the **right** arrow key, select the number and press the Dial softkey on VVX411 to Redial.



Call Lists (Placed Calls)			
	<b>Lisa Wong</b> 2326		2:05 PM
	<b>Catherine Woods 14</b> 2339		2:03 PM
	<b>Marie Jones</b> sip:172.23.8.217		Last Mon
	<b>Marie Jones</b> sip:172.23.8.217		Mon, Sep 17
	<b>Catherine Woods 14</b> 2339		Thu, Aug 30
<b>Dial</b>	<b>Sort</b>	<b>Type</b>	<b>Clear</b>

## Missed Calls

Press the **downwards** arrow key, select the number and press the Dial softkey.



## Received Calls

Press the **left** arrow key, select the number and press the Dial softkey.



# Do Not Disturb

Enabling Do Not Disturb (DND) stops your phone from ringing and sends all incoming calls directly to voicemail. All calls you receive while DND is enabled are logged to your Recent Calls list.

**When you enable Do Not Disturb, the following happens:**

*The Do Not Disturb icon displays in the status bar, as shown next.*



*If your phone is idle, the Do Not Disturb icon, displays next to your phone line in Lines view, as shown next.*

*If you have new messages or forwarding enabled, the messages or forwarding icon will display instead.*



The **DND** icon in Home view  changes to as shown next 



**Note:** Do Not Disturb and Shared Lines

Enabling Do Not Disturb on shared lines disables ringing only. You'll still see a visual notification of the call and have the option to answer the call.

**!** If you've set your presence status to Do Not Disturb, as well as enabled DND for your phone, the message My Status: Do Not Disturb will display instead the date display, and the DND icon won't display in the status bar.

**To toggle Do Not Disturb on and off:**

From **Home** view, select **DND**. Or, if your phone is idle, press **DND**.

**Using Do Not Disturb with Multiple Lines**

By default, the Do Not Disturb feature applies to all lines on your phone. However, your phone may be set up so that you can enable the feature on a per-line basis.

**To enable or disable Do Not Disturb for a particular line:**

1. From **Home** view, select **DND**.
2. From the **Line** Select screen, use the up and down arrow keys to select the line to enable or disable Do Not Disturb on.
3. From the Do Not Disturb screen, select **Enable** or **Disable**.

 Automatically Enabling or Disabling Do Not Disturb for All



# Dos

1. When answering a business phone it is important that it is not allowed to ring more than three times. Advise employees that the second or third ring is the ideal time to pick up the telephone.
2. The phone should be answered with a positive greeting such as “Hello,” “Good Morning,” or “Good Afternoon,” etc. Following the greeting, the person who answers the phone should give his or her name and the name of the business or organization that is being contacted.
3. Put on a smile before placing or answering a phone call. When a person smiles it affects the sound of his or her voice, giving it a more pleasant and friendly tone. For clarity, the telephone should be held a distance of two fingers from the mouth.
4. Speak in a clear tone using a voice that is neither too loud nor too low. Words should be enunciated and said slow enough that people are able to understand what is being said to them.
5. If someone must be put on hold, ask for permission first, and give him or her the option to leave a voicemail message. When taking them off of hold thank the caller to show that their time is respected.
6. #6 When a caller is speaking, listen to what he or she has to say without interruptions.
7. When placing a call a person should always state his or her name before asking for the person that the call is for.
8. Always return phone calls if a return call has been promised. If a time frame was given the caller must make every attempt to return the phone call as quickly as possible within that frame.
9. If it is necessary to transfer a call, inform the person on the other end before doing so. It is also important to explain the need for the transfer.
10. Before transferring a call, confirm that the person to whom the call is being transferred is available. This person’s name should be given to the party who is being transferred.

# Don'ts

1. If a person is answering the telephone, he or she should never answer on the first ring. Callers do not expect this and will be taken off guard.
2. Don't answer the phone when eating, chewing, or drinking. If a person has anything in his or her mouth it should be swallowed or removed before picking up the phone to either answer it or place a call.
3. If you must leave the phone, never leave the line open. Instead, place the person on hold and check back with him or her frequently – preferably every 45 seconds.
4. Never say the words, “I don't know” when talking with someone on the phone. The ideal response to a question where there is not a definite answer is to say “I'll check on that for you.”
5. When talking to a client or a customer never say anything that can be taken as rudeness. The person who answers the phone should always talk to the caller in the way that he or she would like someone to speak to them.
6. A person should never use slang when speaking to a caller. Swear words should also never be used and may be illegal under certain circumstances, according to Federal law.
7. It is never acceptable to argue with a caller.
8. Do not transfer a call without informing the person on the phone and asking permission to do so.
9. When ending a phone call, do not hang up the phone without a positive closure such as “Thank you for calling,” or “Have a Good Day.”

## **The Importance Of Business Phone Etiquette**

Good business phone etiquette is vital. It's often the initial communication point between you and your customers that forms a first impression, and it can help boost customer loyalty. Answering calls swiftly and taking messages displays competency, and lets your customers feel cared for. Listening attentively before responding conveys patience and authenticity; which improves customer relationships. Asking the right questions forms part of good phone call etiquette too, and helps you ascertain whether or not your customers are satisfied.

## **The Risks of Poor Business Phone Etiquette**

Customers often hang up when their calls are not answered rapidly, sending them to your competitors instead. When a customer calls and you don't take a message if the person they're looking for is unavailable, you may lose the customer. Not answering politely with a proper greeting displays bad business phone etiquette, and may discourage callers from conducting business with you. Ending calls prematurely is also bad phone call etiquette, potentially leading to disgruntled customers. If you are unable to speak for the duration of the call, request a convenient call-back time from the customer instead.

## **How Business Phone Etiquette Impacts Revenue**

Satisfied customers often spread the news about great customer service via word-of-mouth, which could lead to more business for you. Alternatively, if they've experienced bad service, they may share that experience and hinder your profits. Your business may also receive either good or bad customer service reviews on social media or online. Negative online publicity could damage your company's reputation, and you could lose both current and prospective customers, thus hindering your revenue. In fact, continuous bad business phone etiquette could lead to a business shutdown. Good online publicity is similar to effective advertising. It attracts new business opportunities and customers, and bolsters business and revenue from existing customers.