



This manual is a step-by-step guide on the basic and most common features of OrenCloud hosted IP-PBX Service.

Note: Some features only are available if they are included in your subscription
Note: This phone uses soft buttons meaning the function of the button changes e.g. during the options are different then when idle.

In this manual covers the following;-

- a. Make calls, local, national, mobile & International.
- b. Transfer – Attended
- c. Transfer - Blind / unattended
- d. On-hold and Off-hold (Take back line)
- e. 3 Way conference
- f. Enable / Disable DND (Do-Not-Disturb)
- g. Enable / Disable Follow-me / Forward
- h. Call History (Missed calls, received calls, made calls)
- i. Mute call during conversation
- j. Pick-up (other extensions)
- k. Redial number
- l. Voicemail

TIP: Various features will have a scenario included to make them easy to understand and visualizing them. Scenarios will be played out by John with extension 1000 and Bob with extension 1001.

NOTE: Although this manual is specifically written and has screen prints of the vTech VSP716A all of the feature codes i.e. *97# work on all phones.

Make calls, local, national, mobile, International & Toll-Free:

Below are various examples on call patterns to make local, national, mobile & International calls.

Local (KL) call:

You must include the 03 when dialling the number.
e.g. KL Hilton: **03**22642264

National (MY) call:

You must include the area code 0X when dialling the number.
e.g. KL Johor Bahru: **07**2686868

Mobile (MY) call:

You must include the 01 when dialling the number.
e.g. John Doe HP: **01**21234567

International call:

You must include 00 follow by the country code and phone number.
e.g. Bangkok Hilton Thailand: **0066**24422000 (00 for international access, 66 Thailand country code, 24422000 Bangkok Hilton number)

Toll free, etc. (1800/1300):

Dial the number as shown, e.g.
Pizzahut Malaysia Order: 1300882525
Dell Support: 1800882888.

Transfer – Attended:

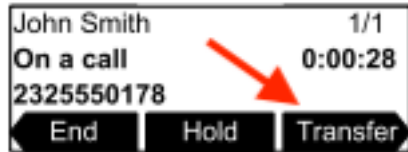
An attended transfer you do if you want to verify if the remote party is available and/or wants to take the call.

Scenario: Calls comes in, John (Ext1000) picks up call but caller wants to talk to Bob (ext1001). Before transferring John will check with Bob if he wants to take the call or not.

Transfer – Blind / unattended:

A Blind / unattended transfer will forward the caller to the remote party without any confirmation or interaction.

Scenario: Calls comes in, John (Ext1000) picks up call but caller wants to talk to Bob (ext1001). John blind transfer the caller to Bob without asking him if he want to take the call or not.



- 1) When call comes in pickup call
- 2) Press **Transfer** and the user will be on-hold
- 3) Dial the number you want to transfer to and press **Dial**
- 4) Other party/number will pick up and you can ask him if he wants the call.

IF YES:

- a. Press **Transfer** again and the call is transferred

Note: After you transfer the call your line will become free again.

IF NO:

- a. Press **End** (Or other party to hang up) and click **Resume** and you have the caller back on the line.



- 1) When call comes in pickup call
- 2) Press **Transfer** and the caller will be put on-hold
- 3) Dial the number you want to transfer to and press **Blind** and the caller is transferred



Note: The LINE-X light will stop blinking indicating the call was successfully transferred and your LINE-X is free again.

On-hold and Off-hold (Take back line):

During a conversation you can put the caller “on-hold” at which point the caller will hear music-on-hold, at any point you can take back the call “off-hold”

Scenario: John (Ext1000) is talking to customer, at one point a colleague comes into John office and want to quick ask something P&C, John inform the caller he will put him on-hold for a minute and after John finish his colleague question he takes back the call.

3 Way Conference

During a conversation you can invite a 3rd participant in the call and have a 3 way conference.

Scenario: John (Ext1000) is talking to customer and would like to invoice Bob (ext1001) into the call so all three parties can talk.



- 1) During the call press the **HOLD** button and the **LINE X** will be on-hold (line X green light will blink)

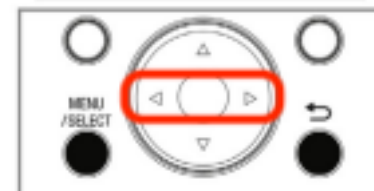
Note: When the call is on-hold the caller will hear a music-on-hold

- 2) To take back the call press the **Resume** button. The **LINE X** will stop blinking and you have taken back the call.

TIP: If you put any line ON-HOLD you can call out via the other line.

- 1) During the call press the free **LINE X** (e.g. **LINE 2**)
- 2) The caller on **LINE 1** will automatically be put on-hold and you will hear a dial tone.
- 3) Dial the number you want to call and after finishing your call hang up.
- 4) **LINE 1** green light will still blink and to take back the call press the **LINE 1**

TIP: Sometimes you need to press the blinking **LINE X** button twice to take back the call.



- 1) During a call press the > key on the keypad to go to the next selection of soft buttons until you see the **Conf** button
- 2) Press the **Conf** button and dial the number you want to join into the conference

IF 3rd Party answers call:

- a. If the 3rd Party Answers press Conf again and the 3way conference is established.

IF 3rd Party DOES NOT answer call:

- a. Press soft button **End** follow by the soft button **Resume** and you will take back the call with the initial caller.

TIP: You can invite anybody as 3rd party, can be another extension, mobile number, fixed line, etc.

Note: If the user who initiated the conference hang-up the conference will be over, invitees can leave

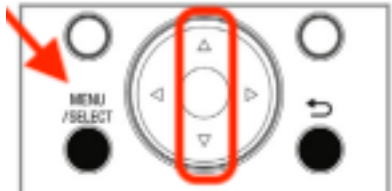
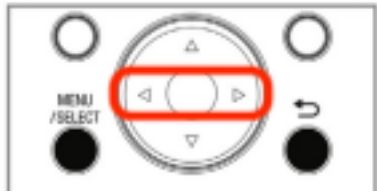
Enable / Disable Follow-me / Forward)

You can set a number in the phone that when you receive a call the call will forward it to that number.

Scenario: Customer Jake calls John and John has set the FWD to his mobile number 012-3451234 hence John HP will ring

Enable / Disable DND (Do-Not-Disturb)

If you do not want to be disturbed, any incoming call will be diverted to the follow-me destination and/or to voicemail.



When the call forward symbol is visible on the idle screen call forwarding is enabled.

Enable FWD

- 1) Press the > key on the keypad until you see the soft button **CallFwd** and press **CallFwd**
- 2) Press button **MENU/SELECT** to select **LINE1**
- 3) Select the Call forward option e.g. Call Forward Always -see below-
- 4) Press the up or down key to go to the number filed and key in the number e.g. 0163417947
- 5) Press the up or down key to **Always** and press left or right to set to ON or OFF follow by the **SAVE** button.

Disable FWD

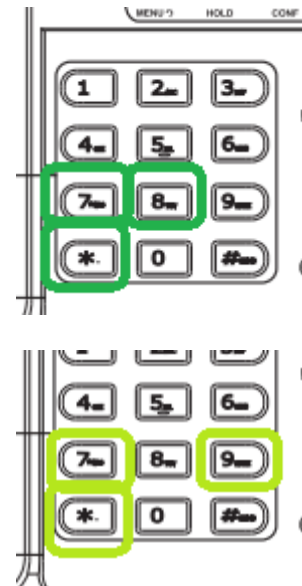
- 1) Repeat above steps but select OFF at step 5 and **SAVE**.

TIP: When in the menu scroll left, right, up and down with the keypad to view all options.

Call forward Always: Always forward

Call forward busy: Forward when on the phone

Call forward no Answer: Forwards after XX amount of time -default 6 rings-



Enable DND

- 1) Press ***78** and # (**send**)
- 2) System will announce DND enabled.

Disable DND

- 1) Press ***79** and # (**send**)
- 2) System will announce DND is disabled.

IMPORTANT: There is no visual indication that DND is enabled so use this feature wisely!

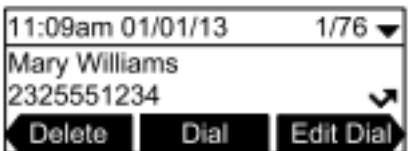
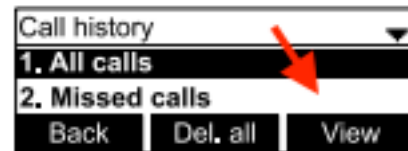
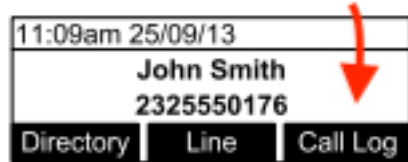
TIP: If you are in doubt and don't know if DND is enabled or disabled just quickly do a ***79** (Disable DND)

Call History (Missed calls, received calls, made calls):

This option lets you browse through the MISSED CALLS as well as MADE and RECEIVED CALLS.

Mute call during conversation:

Mute the microphone during a call so the caller is not able to hear what you are saying but you can hear the caller.



Missed calls

- 1) On the idle display it will show "X MISSED CALL" or if you want to browse through the call history press the **Call Log** as the idle screen.
- 2) Press the **up and down** button on the keypad to walk through the various options.
- 3) Press soft button **View** to see the details of the call.
- 4) Press **Dial** to dial back the number



Indicates MISSED CALLS



Indicates RECEIVED CALLS



Indicates MADE CALLS

Note: At any moment you can press the soft button **Redial** to quickly show the last number and redial



- 1) During the conversation press the **MUTE** button to mute the call, the **mute** button will light up indicating the caller is on mute
- 2) Press the **MUTE** button again to un-mute

Pick-Up (Other extensions):

When a call comes on another extension then yours you want to be able to pickup the call from the ringing extension.

Scenario: John (Ext1000) phone is ringing, Bob want to pick up John (Ext 1000) with his phone (Ext1001)



- 1) While other phone is ringing
- 2) Press key combination * (**star**) follow by **8 (eight)** follow by softkey **DIAL**
- 3) Now you have pick up the call.

Voicemail;

The most common voicemail features are described below.

Note: there are many more features but those are outside of this manual and will not be used by the average user.

New voicemail: How-to detect if you have a new voicemail

Listen to your voicemail: How-to listen to your voicemail

Set/Change personal voicemail greetings: How-to Set and/or Change your Voicemail

Delete personal voicemail greetings: How-to delete your personal voicemail greetings

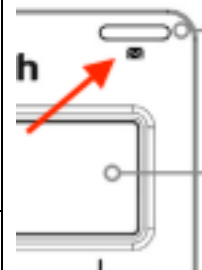
Change voicemail password: How-to change your voicemail password

Redial number:

Redial the last number you called and/or browse through the last numbers you have dialled and then redial.

- 1) Press the **Redial** soft button on the idle screen
- 2) On the display it will show the last number dialled
- 3) Press soft button **Dial** to redial the last number or use the up and down key on the keypad to walk through historical call i.e. call history.

TIP: Picking up the receiver or pressing the speaker button will establish the call to the shown number at the display. to redial press **OK**



New voicemail

- 1) The **message** light will either blink or constantly burn
- 2) Dial ***97** to enter the voicemail options
- 3) System will ask for password, key in your password
- 4) The system will present all the options, to listen to you new voicemail press **1**

Set/Change personal voicemail greeting

- 1) Press **message** button to login to your voicemail
- 2) Press **0 (zero)** and follow the instructions

Delete personal voicemail greeting

- 1) Press **message** button to login to your voicemail
- 2) Press **0 (zero)** to enter mailbox options
- 3) Select which greeting you want to delete and after to record your message press **#**
- 4) Press **1** to accept the new (empty) recording

Change Voicemail password

- 1) Press **message** button to login to your voicemail
 - 2) Press **0 (zero)** to enter mailbox options
- Press **5** change password and follow the instructions