



# Hosted Voice

## Quick Reference Guide

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# First Day Basics

## **Welcome to MegaPath**

This Quick Reference Guide contains essential information about your MegaPath Hosted Voice service, including how to use your telephone and its features and set up your voicemail. Please contact your Administrator if you have any questions not answered by this guide.

Visit the MegaPath Learning Center [www.megapath.com/VLC](http://www.megapath.com/VLC) to sign up for training and find helpful guides.

## Calling Tips

- For outside calls, dial the 7-digit or 10-digit number you are calling.
- It is not necessary to dial '9' to get an outside line. This is important to remember, so you don't call 911 inadvertently.
- It is not necessary to dial '1' when placing domestic long-distance calls.
- You must dial '011' to call international numbers (outside of the U.S. and Canada).
- When making an internal or external call, the system waits ten seconds before placing the call (to make sure you are finished dialing). To immediately execute a call, press the # key.
- Be aware that if you wait too long to enter a complete number, the phone will dial the digits entered—most likely resulting in a busy signal/error message due to the number being invalid.
- Dial 911 to contact local emergency services.

## Getting Started

To quickly get up to speed, MegaPath recommends the following:

### **Get to know your phone.**

Identify which phone you are using and go to that section of this guide. You'll find a detailed diagram and step-by-step instructions for transferring calls, making N-way conference calls, and using other calling features available through your phone.

### **Set up your Voicemail.**

See page 41 for instructions on getting started with voicemail. See page 43 for instructions on how to retrieve voicemail messages.

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# Cisco SPA 302D (Wireless DECT Headset)

The Cisco SPA 302D Wireless DECT Handset works in conjunction with the Cisco SPA 232D Wireless DECT Base Station to provide high quality wire-free calling within the office or retail environment.

## Using Your Wireless Phone

### To place a call:

- Dial the number and press the Call soft key OR
- Dial the number and press the green phone button OR
- Dial the number and press the speakerphone button

### To answer a call:

- Press the Answer soft key OR
- Press the green phone button OR
- Press the headset button (if using a headset) OR
- Press the speakerphone button

### To send a call to voicemail without answering:

- When a call is ringing, press the ignore soft key

### To end a call:

- Press the red phone button



## Transfer a Call

To transfer a call, use the following instructions while on an active call.

- Step 1** Press the Options soft key.
- Step 2** Use the Navigation button to scroll down to Transfer, then press the Select soft key. Your caller will be placed on hold and you will receive a new dial tone.
- Step 3** Dial the number or extension to which you are transferring the call, then press the green phone button.
- Step 4** Wait until the other party answers, announce the call, then press the Options soft key, use the Navigation button to scroll down to Transfer, and press the Select soft key to connect the call. The phone will display, "Call is Transferred" upon successful completion.

NOTE: If you misdial the destination number/extension, you may press the red phone button to end the new call, then restart the transfer process from Step 1. There is no need to resume the call before restarting the transfer.

NOTE: When using the Options soft key, please wait for the menu to display before pressing any additional buttons. Sometimes the menu will take slightly longer to display than normal, especially when you have an active call.

## Transfer a Call Directly to Voicemail

- Step 1** Initiate a transfer.
- Step 2** Dial \*55 and follow the recorded prompts.

## Call Hold

Place a call on hold and answer it later.

- Step 1** Press the Options soft key.
- Step 2** Use the Navigation button to scroll down to Hold, then press the Select soft key. Your caller will be placed on hold.
- Step 3** Press the Options soft key, use the Navigation button to scroll down to Resume, then press the Select soft key to resume your call.

## Call Park

Use Call Park to put a call on hold and then allow another user to pick up and continue the conversation on another phone using Call Park Retrieve.

### To park a call:

- Step 1** Initiate a transfer.
- Step 2** Dial \*68 and wait for the prompts.
- Step 3** At the prompt, enter the extension where you want to park the call or press # to park it at your own extension, and then hang up.

### To retrieve a parked call:

- Step 1** Dial \*88 and wait for the prompts.
- Step 2** Enter the extension where the call is parked or press # to retrieve it from your own extension.

## N-Way Conferencing

Join three or more parties (max 15, including yourself) in an instant conference call. To initiate an N-Way Conferencing, use the following instructions while on an active call:

- Step 1** Press the Options soft key.
- Step 2** Use the Navigation button to scroll down to Conference, then press the Select soft key. Your caller will be placed on hold and you will receive a new dial tone.
- Step 3** Dial the number of the next party you want to join the call, and then press the green phone button.
- Step 4** When your party answers, press the Options soft key, use the Navigation button to scroll down to Conference, and press the Select soft key to create a 3-way conference call. When successful, all three parties will be able to talk to each other.
- Step 5** Repeat steps 1 through 4 for each additional party you want to join the call.

NOTE: Once a 3-way call has been established, the conference participants will not be placed on hold, but will instead be able to continue talking to each other while you add each new participant.

NOTE: If you hang up before the other parties on the N-way conference call, the system will join the other callers until they individually hang up.

## Forward Calls to Another Number (Call Forwarding Always)

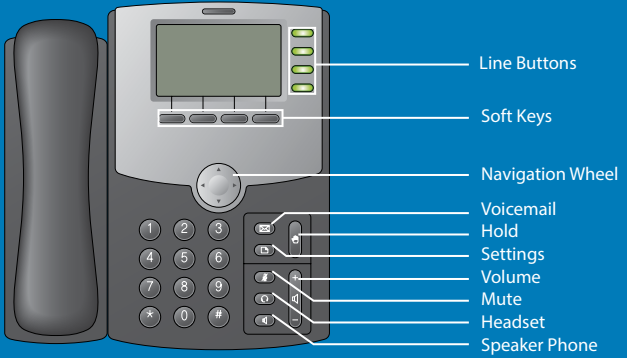
- Step 1** Dial \*72 from your phone.
- Step 2** Enter the phone number to forward to.
- Step 3** When the system announces, "Your Call Forwarding Always service has been activated successfully," hang up.
- Step 4** To deactivate Call Forwarding, dial \*73 from your phone.

**Step 5** When the system announces, “Your Call Forwarding Always service has been deactivated successfully,” hang up.

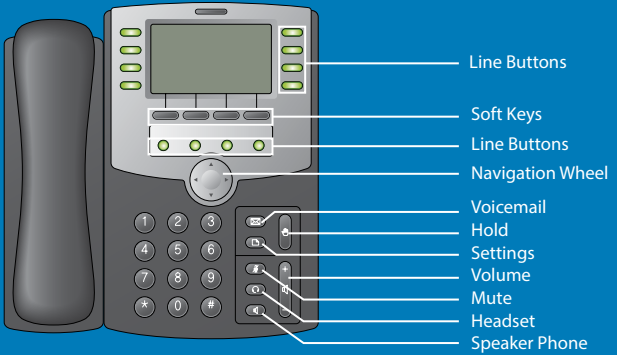
## Reboot Your Phone

Rebooting may be necessary if your phone loses its connection. Rebooting is also recommended as a first step when troubleshooting connectivity issues. To reboot the base station (SPA 232) simply disconnect the power supply from the base station, wait 30 seconds, and then reconnect the power supply. To reboot the handset (SPA 302), remove the battery cover, then remove the batteries, wait 30 seconds, and then replace the batteries and battery cover.

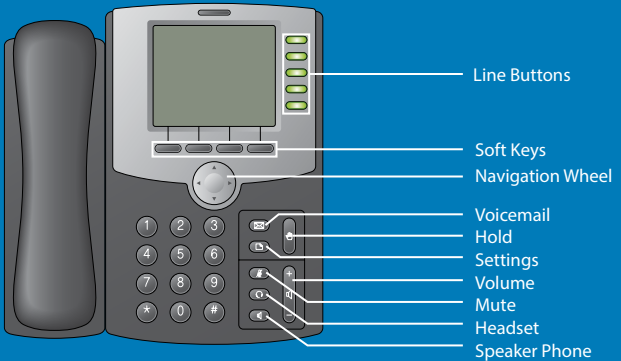
CISCO SPA 303G



CISCO SPA 509G



CISCO SPA 525G



# Cisco SPA 303G/509G/525G

## Using Your Phone

Be sure to read the important Calling Tips on page 3.

### To place a call:

- Lift the handset, then dial the number OR
- Press the speaker button (if using speakerphone) and dial the number OR
- Press the headset button (if using a headset) and dial the number OR
- Press the desired line button and dial the number

### To answer a call:

- Lift the handset OR
- Press the speaker button (if using speakerphone) OR
- Press the headset button (if using a headset) OR
- Press the desired line button (next to a blinking red light)

### To end a call:

- Hang up the handset OR
- Press the speaker button (if speakerphone is in use) OR
- Press the headset button (if a headset is in use) OR
- Press the current line button (next to a solid red light)

## Transfer a Call

When transferring a call, there are two types of transfers you can use. A warm (or supervised) transfer allows you to talk to the person receiving the call, allowing you to verify the recipient is available and relate any pertinent information before the transfer is complete. A blind (or unsupervised) transfer sends the call immediately upon dialing the number you want to transfer the call to. To perform each transfer type, complete the following instructions:

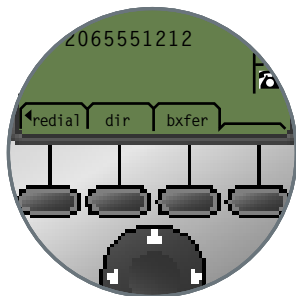
- Step 1** While on an active call, press the xfer/Transfer soft key for a warm transfer or the right arrow (▶) on the navigation wheel, followed by the bxfer/BlindXfer soft key for a blind transfer.
- Step 2** Dial the number to which you are transferring the call.
- Step 3** For a warm transfer, wait until the other party answers, then announce the call and press the xfer/Transfer soft key again to connect the call. For a blind transfer your call will be complete once the phone dials the new number.

## Transfer a Call Directly to Voicemail

- Step 1** Initiate a transfer.
- Step 2** Dial \*55 and follow the recorded prompts.


FIGURE 1:

When you are on a call, you can press the right arrow on the navigational wheel to see these additional soft key options. The bxfer soft key enables you to transfer a call quickly, rather than waiting to announce the call to the other party, as with the xfer soft key.



## Call Hold

Place a call on hold and answer it later.

- Step 1 Press the hold button (  ) to put a call on hold.
- Step 2 Press the desired line button (available calls on hold will have a slowly blinking red line button) to resume an on-hold call.

NOTE: If you pick up the handset before retrieving an on-hold call, the phone will automatically select the first available line, provide dial tone, and prepare to make a new call. To end the new call and answer the on-hold call, press the desired line button.

## Call Park

Use Call Park to put a call on hold and then allow another user to pick up and continue the conversation on another phone using Call Park Retrieve.

### To park a call:

- Step 1 Initiate a transfer.
- Step 2 Dial \*68.
- Step 3 Enter the extension where you want to park the call and press #. When the system announces that your call has been parked, hang up.

### To retrieve a parked call:

- Step 1 Press the New Call soft key and dial \*88.
- Step 2 Enter the extension where the call is parked and press #.



## N-Way Conferencing

Join three or more parties (max 15, including yourself) in an instant conference call.

### To use N-way Conferencing:

- Step 1 While on an active call, press the conf soft key.
- Step 2 Dial the number of the next party you want to join the call.
- Step 3 When the party answers, press the conf soft key again to create a 3-way conference call. When successful, all three parties can talk to each other.
- Step 4 Repeat steps 1 through 3 for each additional party you want to add to the call.
- Step 5 Hang up the handset to end the conference and drop all participants.

## Forward Calls to Another Number (Call Forwarding Always)

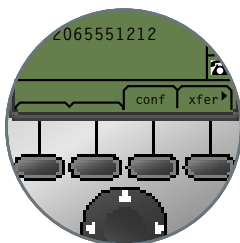
- Step 1 Dial \*72 from your phone.
- Step 2 Enter the phone number to forward to.
- Step 3 When the system announces, "Your Call Forwarding Always service has been activated successfully," hang up.
- Step 4 To deactivate Call Forwarding, dial \*73 from your phone.
- Step 5 When the system announces, "Your Call Forwarding Always service has been deactivated successfully," hang up.

## Reboot Your Phone

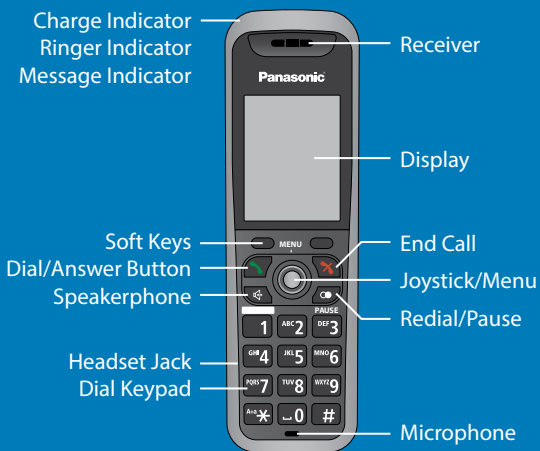
Rebooting may be necessary if your phone loses its connection. Rebooting is also recommended as a first step when troubleshooting connectivity issues.

To reboot a Cisco SPA 303G/509G/525G phone, disconnect power from the phone (for phones using Power over Ethernet, disconnect the Ethernet cable), wait 30 seconds, and then reconnect the power supply.

FIGURE 2:  
The soft keys on your Cisco phone change as you use different features. This is how they look when you are on an active call.



PANASONIC KX-TPG500



# Panasonic KX-TPG500 (Wireless DECT Handset)

The Panasonic TPA50 Wireless DECT Handset works in conjunction with the Panasonic Wireless DECT Base Station to provide high quality wire-free calling within the office or retail environment.

## Using Your Wireless Phone

### To place a call:

- Dial the number and press the Call soft key OR
- Dial the number and press the Talk button OR
- Dial the number and press the Speakerphone button

### To answer a call:

- Press the Call soft key OR
- Press the Talk button OR
- Press the Speakerphone button

### To send a call to voicemail without answering:

- When a call is ringing, press the Ignore soft key

### To end a call:

- Press End

## Transfer a Call

To transfer a call, use the following instructions while on an active call.

- Step 1** Press Menu
- Step 2** Use the joystick to locate Transfer, then press the Select soft key.
- Step 3** Dial the number to which you are transferring the call, then press Call.
- Step 4** Wait until the other party answers, announce the call, then press Transfer.

NOTE: If you misdial the destination number, you may press Clear to delete the incorrect digits. To return to the caller, press Clear twice.

## Blind Transfer

- Step 1 Press Menu.
- Step 2 Use the joystick to locate Blind transfer, then press the Select soft key.
- Step 3 Dial the number to which you are transferring the call, then press Trans.

To correct the number, press Cancel to clear the number and enter again, and then press Trans.

## Transfer a Call Directly to Voicemail

- Step 1 Initiate a transfer.
- Step 2 Dial \*55 and follow the recorded prompts.

## Call Hold

Place a call on hold and answer it later.

- Step 1 Press Hold
- Step 2 Press Hold to resume your call.

## Call Park

Use Call Park to put a call on hold and then allow another user to pick up and continue the conversation on another phone using Call Park Retrieve.

### To park a call:

- Step 1 Initiate a transfer.
- Step 2 Dial \*68 and wait for the prompts.
- Step 3 At the prompt, enter the extension where you want to park the call or press # to park it at your own extension, and then hang up.

### To retrieve a call:

- Step 1 Dial \*88 and wait for the prompts.
- Step 2 Enter the extension where the call is parked or press # to retrieve it from your own extension.

## N-Way Conferencing

Join three or more parties (max 15, including yourself) in an instant conference call. To initiate an N-Way Conferencing, use the following instructions while on an active call:

- Step 1 Press Menu.
- Step 2 Use the joystick to locate Conference, then press the Select soft key.
- Step 3 Dial the number of the next party you want to join the call.
- Step 4 When your party answers, press CONF to create a 3-way conference call.
- Step 5 Repeat steps 1 through 4 for each additional party you want to join the call.

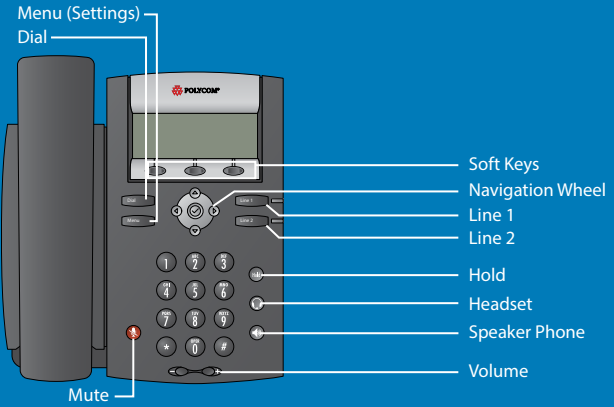
## Activate/Deactivate Call Forwarding Always

- Step 1 Dial \*72 from your phone.
- Step 2 Enter the phone number to forward to.
- Step 3 When the system announces, "Your Call Forwarding Always service has been activated successfully," hang up.
- Step 4 To deactivate Call Forwarding, dial \*73 from your phone.
- Step 5 When the system announces, "Your Call Forwarding Always service has been deactivated successfully," hang up.

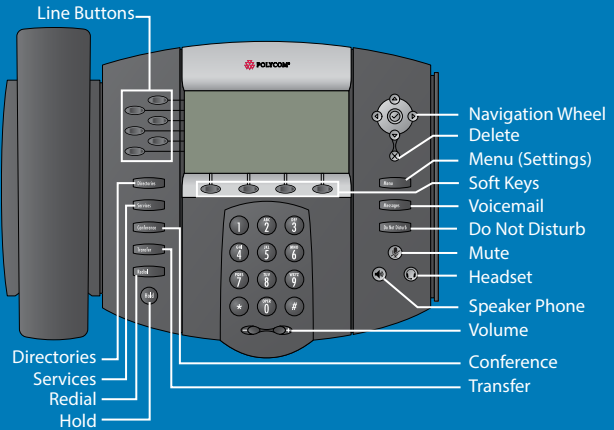
## Reboot Your Phone

Rebooting may be necessary if your phone loses its connection. Rebooting is also recommended as a first step when troubleshooting connectivity issues. To reboot the base station simply disconnect the power supply from the base station, wait 30 seconds, and then reconnect the power supply. To reboot the handset, remove the battery cover, then remove the batteries, wait 30 seconds, and then replace the batteries and battery cover.

POLYCOM SOUNDPOINT IP 335



POLYCOM SOUNDPOINT IP 450/550/560/650/670



# Polycom SoundPoint IP 335/450/550/560/650/670 and SoundStation IP 6000/7000

## Using Your Phone

Be sure to read the important Calling Tips on page 3.

### To place a call:

- Lift the handset and dial the number OR
- Press the speaker button (if using speakerphone), and dial the number OR
- Press the headset button (if using a headset) and dial the number OR
- Press the New Call soft key and dial the number

### To answer a call:

- Lift the handset OR
- Press the speaker button (if using speakerphone) OR
- Press the headset button (if using a headset) OR
- Press the Answer soft key

### To send a call to voicemail without answering:

- IP 335: When a call is ringing, press the More soft key, followed by the Reject soft key; the call will be immediately transferred to voicemail
- IP 450/550/560/650/670/6000/7000: When a call is ringing, press the Reject soft key; the call will be immediately transferred to voicemail.

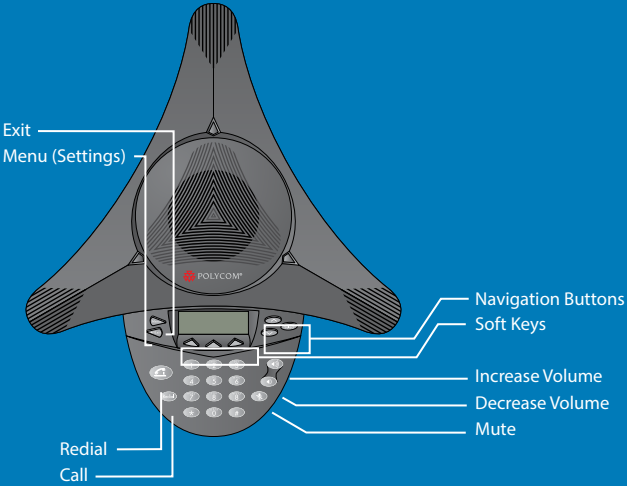
### To end a call:

- Hang up the handset OR
- Press the EndCall soft key

Note: If your company administrator has downloaded your company directory, you can access it through your phone using the Directory button or the Contact Directory option in your phone's Features menu.



POLYCOM SOUNDSTATION IP 6000



POLYCOM SOUNDSTATION IP 7000



## Transfer a Call

When transferring a call, you can use either the warm or blind transfer method. During a warm (or supervised) transfer, you announce the call to the recipient and share any pertinent information. During a blind (or unsupervised) transfer, you send the call to the recipient without announcing the call or caller. To perform either transfer type, complete the following instructions:

- Step 1** While on a call, press the Trans/Trnsfr soft key.  
The caller will be placed on hold, and you will receive a new dialtone.
- Step 2** By default, the phone will prepare for a warm transfer. To change the transfer type to a blind transfer, press the Blind soft key.
- Step 3** Dial the number or extension to which you are transferring the call.
- Step 4** For a warm transfer, wait until the other party answers, announce the call, and then press the Trans/Trnsfr soft key again to connect the call. For a blind transfer, your call will be complete once the phone dials the new number.

NOTE: If you misdial the destination number/extension, you can delete and retype the incorrect digits before the call is sent. On the IP 335 and IP 6000, press the << softkey. On the IP 450, 550, 560, 650, and 670, press the X button to delete the incorrect digits, then finish entering the desired number/extension.

NOTE: Due to the ten second dialing rule explained in the Calling Tips on page 3, the incorrect number will automatically be dialed if you don't clear it in time. If this happens during a warm transfer, press the Cancel soft key and start the transfer process over. If this happens during a blind transfer, the caller will need to call back.

## Transfer a Call Directly to Voicemail

- Step 1 Initiate a transfer.
- Step 2 Dial \*55 and follow the recorded prompts.

NOTE: You can also enter \*55 + extension before pressing the Dial soft key to perform the Call Directly to Voicemail function more quickly.

## Call Hold

Place a call on hold and answer it later.

- Step 1 Press the Hold button to put a call on hold.
- Step 2 Press the desired line button (available calls on hold will have a slowly blinking red line button) to resume a call on hold.

NOTE: For the SoundStation IP 6000/7000, you may use the Hold and Resume soft keys to place and resume on-hold calls.

## Call Park

Use Call Park to put a call on hold and then allow another user to pick up and continue the conversation on another phone using Call Park Retrieve.

### To park a call:

- Step 1 Initiate a transfer.
- Step 2 Dial \*68.
- Step 3 Enter the extension where you want to park the call or press # to park it at your own extension, and then hang up.

NOTE: You can also enter \*68 + extension before pressing the Dial soft key to perform the Call Park function more quickly.

### To retrieve a parked call:

- Step 1 Press the New Call soft key and dial \*88.
- Step 2 Enter the extension where the call is parked or press # to retrieve it from your own extension.

NOTE: You can also enter \*88 + extension before pressing the Dial soft key to retrieve calls more quickly. In this situation, the system will not announce anything, and you will connect instantly to the call parked at the extension you entered.

## N-Way Conferencing

Join three or more parties (max 15, including yourself) in an instant conference call.

### To use N-way Conferencing:

- Step 1** While on an active call, press the Conf/Confrnc soft key (or Conference button for IP 450, 550, 560, 650, and 670 users).
- Step 2** Dial the number of the next party you want to join the call.
- Step 3** When the party answers, press the Conf/Confrnc soft key (or Conference button for IP 450, 550, 560, 650, and 670 users) to create a 3-way conference call. When successful, all three parties can talk to each other.
- Step 4** Repeat steps 1 through 3 for each additional party you want to add to the call.
- Step 5** Hang up the handset or press the End Call soft key to end your conference and drop all participants.

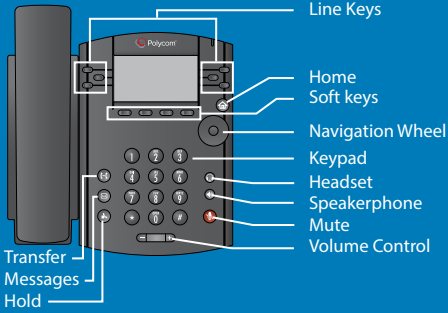
## Forward Calls to Another Number (Call Forwarding Always)

- Step 1** Dial \*72 from your phone.
- Step 2** Enter the phone number to forward to. When the system announces, "Your Call Forwarding Always service has been activated successfully," hang up.
- Step 3** To deactivate Call Forwarding, dial \*73 from your phone. When the system announces, "Your Call Forwarding Always service has been deactivated successfully," hang up.

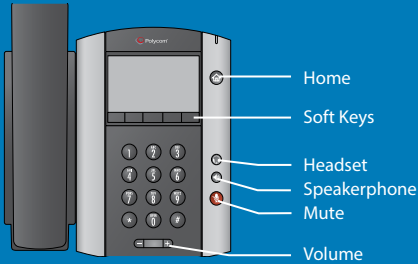
## Reboot Your Phone

Rebooting may be necessary if your phone loses its connection. Rebooting is also recommended as a first step when troubleshooting connectivity issues. To reboot a Polycom SoundPoint IP 335, IP 450, 550, 560, 650, and 670, or SoundStation IP 6000/7000 phone, disconnect power from the phone (for phones using Power over Ethernet or a power injector, without a dedicated power cord, you must disconnect the Ethernet cable), wait 30 seconds, and then reconnect power.

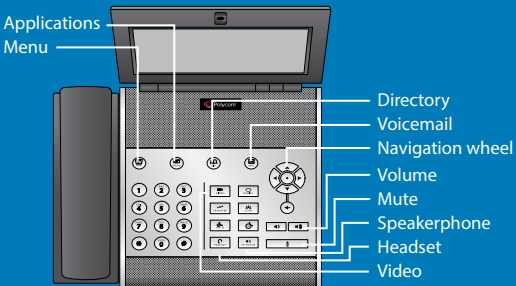
POLYCOM VVX 300 / 410\*



POLYCOM VVX 500 / 600\*\*



POLYCOM VVX 1500



# Polycom VVX 300, 410, 500, 600 and 1500

## Using Your Phone

Be sure to read the important Calling Tips on page 3.

### To place a call:

- Lift the handset and dial the number OR
- Press the speaker button (if using speakerphone) and dial the number OR
- Press the headset button (if using a headset) and dial the number OR
- Press the New Call soft key and dial the number

### To answer a call:

- Lift the handset OR
- Press the speaker button (if using speakerphone) OR
- Press the headset button (if using a headset) OR
- Press the Answer soft key

### To send a call to voicemail without answering:

- When a call is ringing, press the Reject soft key

### To end a call:

- Hang up the handset OR
- Press the EndCall soft key

\* The VVX 410 phone has the same buttons as the VVX 300. The difference is the VVX 300 has 6 line keys, and the VVX 410 has 12 line keys.

\*\* The VVX 600 phone has the same buttons as the VVX 500. The difference is the VVX 500 has 12 line keys, and the VVX 600 has 16 line keys.

Note: If your company administrator has downloaded your company directory, you can access it through your phone using the Directory button or the Contact Directory option in your phone's Features menu.

## Transfer a Call

When transferring a call, you can use either the warm or blind transfer method. During a warm (or supervised) transfer, you announce the call to the recipient and share any pertinent information. During a blind (or unsupervised) transfer, you send the call to the recipient without announcing the call or caller. To perform either transfer type, complete the following instructions:

- Step 1** While on a call, press the Transfer soft key.  
The caller will be placed on hold and you will receive a new dial tone.
- Step 2** Dial the number or extension to which you are transferring the call.
- Step 3** For a warm transfer, wait until the other party answers, announce the call, and then press the Transfer soft key again to connect the call. For a blind transfer, press the Transfer soft key before the second party answers to connect the call.

NOTE: If you misdial the destination number/extension, you can press the red phone soft key to end your transfer. This will reconnect you with the caller, at which point you can start the transfer process over again.

NOTE: Due to the ten second dialing rule explained in the Calling Tips on page 3, the incorrect number will automatically be dialed if you don't clear it out in time. If this happens during a warm transfer, press the red phone soft key and start the transfer process over.

## Transfer a Call Directly to Voicemail

- Step 1** Initiate a transfer.
- Step 2** Dial \*55 and follow the recorded prompts.  
NOTE: You may also enter \*55 + extension before pressing the Dial soft key to speed up processing of the direct to voicemail transfer function. In this situation, the system will only announce whether the call was successfully transferred.

## Call Hold

Place a call on hold and answer it later.

- Step 1** Press the Hold soft key to put a call on hold.

- Step 2** Press the Resume soft key OR the desired line on the display screen to resume a call.

NOTE: If you have more than one call on hold for a specific line, you may swipe the screen to the left and select the desired line from the list of calls on hold before pressing the Resume soft key.

## Call Park

Use Call Park to put a call on hold and then allow another user to pick up and continue the conversation on another phone using Call Park Retrieve.

### To park a call:

- Step 1** Initiate a transfer.
- Step 2** Dial \*68.
- Step 3** Enter the extension where you want to park the call or press # to park it at your own extension, and then hang up.

NOTE: You can also enter \*68 + extension before pressing the Dial soft key to perform the Call Park function more quickly. In this situation, the system will only announce whether the call was successfully parked.

### To retrieve a parked call:

- Step 1** Press the New Call soft key and dial \*88.
- Step 2** Enter the extension where the call is parked or press # to retrieve it from your own extension.

NOTE: You can also enter \*88 + extension before pressing the Dial soft key to retrieve calls more quickly. In this situation, the system will not announce anything, and you will connect instantly to the call parked at the extension you entered.

## N-Way Conferencing

Join three or more parties (max 15, including yourself) in an instant conference call.

### To use N-way Conferencing:

- Step 1** While on an active call, press the Conference soft key.
- Step 2** Dial the number of the next party you want to join the call.



- Step 3** When the party answers, press the Conference soft key to create a 3-way conference call. When successful, all parties can talk to each other.
- Step 4** Repeat steps 1 through 3 for each additional party you want to add to the call.
- Step 5** Hang up the handset or press the End Call soft key to end your conference and drop all participants.

## Forward Calls to Another Number (Call Forwarding Always)

- Step 1** Dial \*72 from your phone.
- Step 2** Enter the phone number to forward to. When the system announces, "Your Call Forwarding Always service has been activated successfully," hang up.
- Step 3** To deactivate Call Forwarding, dial \*73 from your phone. When the system announces, "Your Call Forwarding Always service has been deactivated successfully," hang up.

## Reboot Your Phone

Rebooting may be necessary if your phone loses its connection. Rebooting is also recommended as a first step when troubleshooting connectivity issues. To reboot a Polycom VVX 500 phone, disconnect power from the phone (for phones using Power over Ethernet without a dedicated power cord, you must disconnect the Ethernet cable), wait 30 seconds, and then reconnect power.



# Cisco SPA 122 Analog Adapter (Phone/Fax)

The Cisco SPA 122 & 232D Analog Telephone Adapter (ATA) enables the use of an analog telephone or fax machine with MegaPath's Hosted Voice services.

## Installing the Analog Adapter

The Cisco SPA 122 & 232D Analog Telephone Adapter (ATA) is compatible with most analog phones and fax machines. Each ATA will support up to two analog devices, provided that both ports have been enabled with different phone numbers by MegaPath.

### To install the ATA:

- Step 1** Connect the ATA to your phone network via a Cat 5 (or better) Ethernet cable plugged into the Internet port located on the back of the ATA.
- Step 2** Connect the adapter to a power outlet, via the included (5V DC output) power adapter.
- Step 3** Wait for the status indicators on the back of the ATA to light up. When they do, your device is ready to use.
- Step 4** Connect your analog phone or fax machine to the Phone 1 or Phone 2 port in the back of the ATA via a standard telephone cable (RJ 11). Active phone ports configured by MegaPath are indicated by a solid green status indicator light.

## Using the Adapter with a Phone

Be sure to read the important Calling Tips on page 3.

With the Cisco SPA 122 & 232D ATA installed, you can use a MegaPath Hosted Voice service-equipped analog phone just like a traditional telephone service.

### Call Hold

Place a call on hold and answer it later.

- Step 1** Depress and release the phone's Hook button (see illustration below) to put a caller on hold.
- Step 2** Depress and release the phone's Hook button again to resume the on-hold call.



This is the **hook** button. With some phones, you can use a labeled flash button instead.

## Call Park

Use Call Park to put a call on hold and then allow another user to pick up and continue the conversation on another phone using Call Park Retrieve.

### To park a call:

- Step 1** Place the call on hold by depressing and releasing the Hook button on your phone.
- Step 2** Dial \*68 and wait for the prompts.
- Step 3** At the prompt, enter the extension where you want to park the call or press # to park it at your own extension, and then hang up.

### To retrieve a call:

- Step 1** Dial \*88 and wait for the prompts.
- Step 2** Enter the extension where the call is parked or press # to retrieve it from your own extension.

## Transfer a Call

- Step 1** While on a call, depress and release the phone's Hook button to put the caller on hold.
- Step 2** Dial the number or extension to which you are transferring the caller, and then press the # key.
- Step 3** Wait until the other party answers, announce the call, and then hang up.

## Transfer a Call Directly to Voicemail

- Step 1** While on a call, depress and release the phone's Hook button to put the caller on hold.
- Step 2** Dial \*55 and follow the recorded prompts.

## 3-Way Conferencing

Join additional parties in a conference call.

## To use 3-way Conferencing:

- Step 1 While on a call, depress and release the phone's Hook button to place the other party on hold.
- Step 2 Dial the number of the next party you want to join the call, and then press the # key.
- Step 3 When your party answers, depress and release the Hook button again to create a 3-way conference call.

NOTE: If you hang up before the other parties on the 3-way conference call, the system will join the other callers as if you had transferred one to the other. To end the conference call for all parties, depress and release the Hook button to drop the last party added to the conference, and then hang up

## Forward Your Calls to Another Number (Call Forwarding Always)

- Step 1 Dial \*72 from your phone.
- Step 2 Enter the phone number to forward to.
- Step 3 When the system announces, "Your Call Forwarding Always service has been activated successfully," hang up.
- Step 4 To deactivate Call Forwarding, dial \*73 from your phone.
- Step 5 When the system announces, "Your Call Forwarding Always service has been deactivated successfully," hang up.

## Using the Adapter with a Fax Machine

With the Cisco SPA 122 & 232D ATA installed, you can use a MegaPath Hosted Voice service-equipped analog fax just like a traditional telephone service.

You will see the best results with the following settings on your fax machine:

- Fax speed set to 14.4 Kbps (also called v.17)
- Error Correction Mode (ECM) set to off (disabled)
- Resolution set to fine or medium

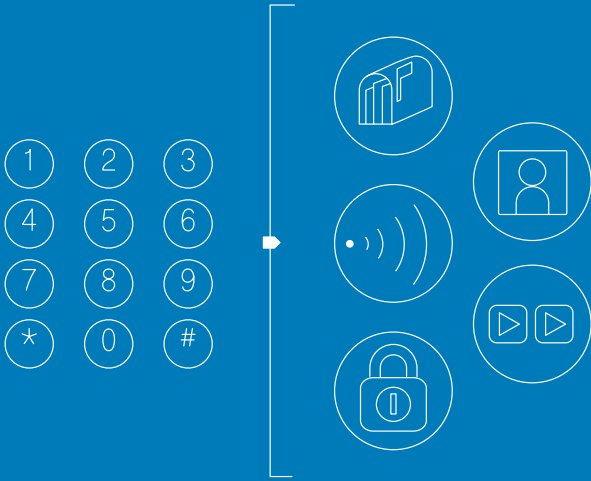
As explained in the Calling Tips on page 3, you do not need to dial '9' to get an outside line or '1' for domestic long-distance calls when sending an outbound fax via the MegaPath Hosted Voice network.

## Reboot Your ATA

Rebooting may be necessary if your phone loses its connection. Rebooting is also recommended as a first step when troubleshooting connectivity issues

To reboot, simply disconnect the power supply, wait 30 seconds, and then reconnect the power supply.





## >> Next-Generation Voice Messaging

# Voicemail

Your MegaPath Hosted Voice service includes full-featured mailbox designed specifically for business communications.

Your mailbox includes both voice and fax messaging capabilities. That means you can receive voice and fax messages on the same phone number.

## Initial Setup

### To set up your voicemail:

- Step 1** Connect to the system (a set-up wizard guides first-time users through the required steps.)
- Press the Messages button on your phone OR
  - Dial your phone number/extension from your phone OR
  - From another phone in your office dial your phone number/extension, press \* to interrupt your greeting, press \* again, and then enter your phone number followed by the # key OR

NOTE: If you have Fax Messaging: From another phone dial your phone number/extension and press 1 for voicemail, press \* to interrupt your greeting, press \* again, and then enter your phone number followed by # key.

- Dial your 10-digit phone number, listen to the greeting until you hear "press 1" for voicemail. At this prompt press 1, and then "\*\*\*". Follow the prompts to access your mailbox. If you have Fax Messaging turned Off, just press "\*\*\*" to interrupt your greeting.

**Step 2** Enter your initial PIN followed by the # key.

**Step 3** Follow the prompts to change your PIN number, and then press #.

NOTE: Until you initialize your mailbox, callers can leave messages for you, but you cannot listen to the messages or perform other voicemail tasks.

- Step 4** Record your name announcement and then press #.
- To return to the main menu, press \*
  - To keep your recorded name, press 1
  - To change your recorded name, press 2
  - To play your number instead of your recorded name, press 3
  - To exit, press \*

NOTE: If you choose not to create a name announcement and record a greeting during the initialization process, you can do so at a later time. If you bypass greetings, you will hear the main menu options.

## Record Greetings

### Recording a name announcement during mailbox setup:

Complete the following steps to record your name announcement.

- Step 1** Speak your first and last names, and then press #.  
The system replays the recording for your review.

- Step 2** Choose to accept the recording, re-record your name, or use your mailbox number instead of your name.

NOTE: You must record a name announcement so callers can search for you during Dial by Name.

When you complete these steps, continue with the set-up wizard to select and record greetings.

### Recording a greeting during mailbox setup:

Greeting Options: Generic, Busy, No Answer, and Extended Absence

- Step 1** Select the personal greeting callers will hear when you are unable to accept a call. The greeting you record during mailbox setup plays to callers until you change it.

- Step 2** Press 1 to hear a sample greeting or wait for the beep to begin recording your greeting.
- Step 3** Record your greeting and then press #. The system repeats the recording for your review and offers options to accept or re-record a greeting, or to use the default greeting.

After saving your greeting, the set-up wizard notifies you that you have completed the steps to set up your mailbox. Follow the instructions to return to the Main menu or hang up.

## Retrieve Messages

### To retrieve your voicemail messages by phone:

- Step 1** Connect to the system.
- Press the Messages button on your phone OR
  - Dial your phone number/extension from your phone OR
  - From another phone in your office dial your phone number/extension, press \* to interrupt your greeting, press \* again, and then enter your phone number followed by the # key OR
- NOTE: If you have Fax Messaging: From another phone dial your phone number/extension and press 1 for voicemail, press \* to interrupt your greeting, press \* again, and then enter your phone number followed by # key.
- Dial your 10-digit phone number, listen to the greeting until you hear "press 1" for voicemail. At this prompt press 1, and then "\*\*". Follow the prompts to access your mailbox. If you have Fax Messaging turned Off, just press "\*\*" to interrupt your greeting.
- Step 2** Enter your PIN, followed by the # key.
- NOTE: New messages will automatically play before menu prompts play.
- Step 3** Once you access the system, choose the applicable option from the system menu.

## Voicemail Menu Options

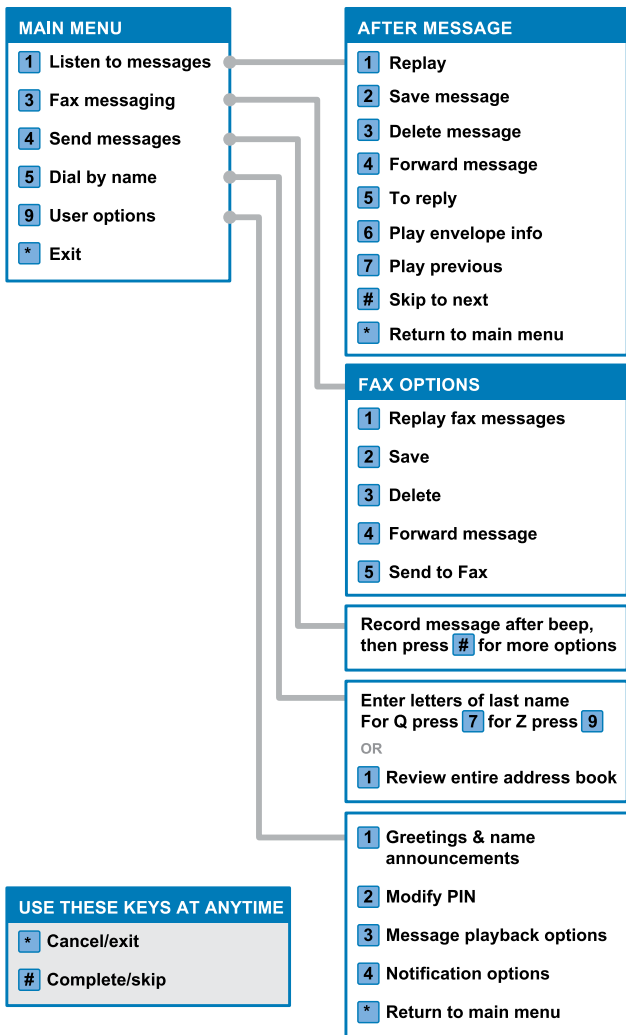
When accessing your mailbox, the system will announce options available to you for your current menu. You may enter the desired option at any time and do not need to wait for the announcements to finish. We have listed the most common options for your convenience.

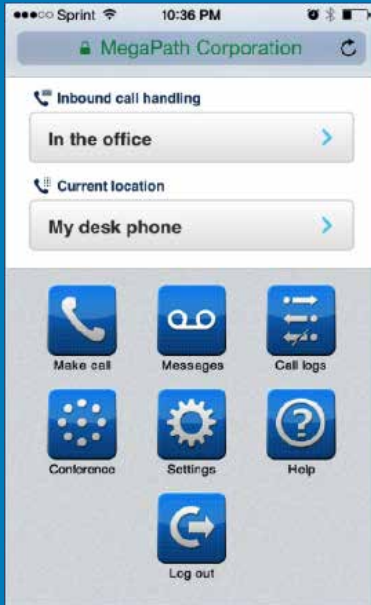
### Connect to the system

- Press the Messages button on your phone OR
- Dial your phone number/extension from your phone OR
- From another phone in your office dial your phone number/extension, press \* to interrupt your greeting, press \* again, and then enter your phone number followed by the # key OR

NOTE: If you have Fax Messaging: From another phone in your office, dial your phone number/extension, press 1 for voicemail, and then press \* to interrupt your greeting.

- From a phone outside of your office dial your 10-digit phone number, listen to the greeting until you here "press 1" for voicemail. At this prompt press 1, and then "\*\*". Follow the prompts to access your mailbox. If you have Fax Messaging turned Off, just press "\*\*" to interrupt your greeting.





>> Now Manage Calls From Your Smartphone

## Voice Manager

The Voice Manager is a mobile Web application that allows you to make and receive calls, moderate audio conferences, access voice and fax messages, and modify call settings from a Web browser on your PC, tablet, or smartphone.

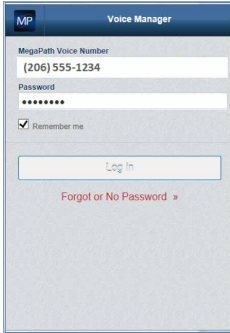
The application allows you to:

- Manage Inbound Call handling
- Set your Location
- Manage voice and fax messages
- Moderate audio conference calls
- View call logs
- Make outbound calls



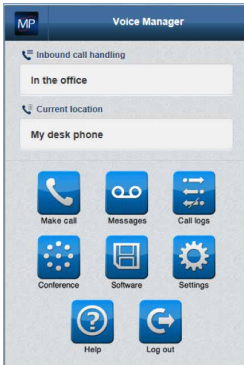
# How to Log In

- Step 1 Open your Web browser and navigate to <https://mv.megapath.com>
- Step 2 Enter your MegaPath voice number (your 10-digit phone number).
- Step 3 Enter your password.



Voice Manager Log in

- Step 4 Click Voice Manager Log in page. The Voice Manager menu page displays.



Voice Manager Menu

## Change Password

The first time you log in, you will be prompted to change your password. Follow the directions below.

**Step 1** Enter a new password.

**Step 2** You are required to confirm your new password by typing it a second time.

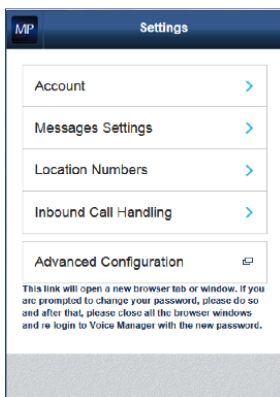
**Step 3** Click Done.

NOTE: This is the log in password for the Voice Manager. To change your voicemail passcode/PIN in the Voice Manager, see the Messaging section. If you are locked out of the Voice Manager, your company administrator can reset your Voice Manager password for you.

# Messaging

## Messages Settings in the Voice Manager

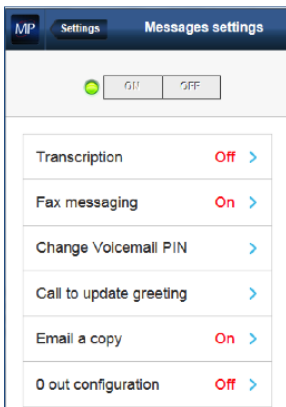
- Step 1** In the Settings page, click Messages Settings.  
The Messages Settings page appears.



Settings page

- Step 2** To enable the Messages settings, click ON.
- Step 3** If you want a text voicemail message in addition to audio, click Transcription. The Transcription page displays.
- NOTE: To enable transcription, click ON. To disable transcription, click OFF.

**Step 4** Click Done. The Messages Settings page displays.

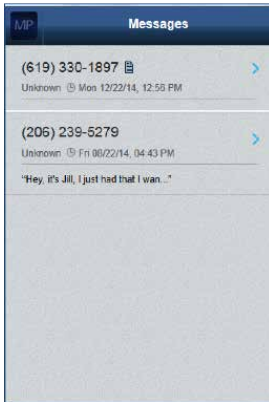


Messages Settings page

- Step 5** To enable Fax Messaging, click ON.
- Step 6** Click Change PIN to change your voicemail passcode. The Passcode page displays.
- Step 7** Type a new PIN.
- Step 8** Type the same PIN that you typed in the first passcode box.
- Step 9** Click Done. The Messages settings page displays that your passcode is updated.
- Step 10** To call and updated your greeting, click Call to update greeting.
- Step 11** To send a copy of your voicemail and fax messages to your email ID, click Email a copy. The Email a copy page displays.
- Step 12** In the Add email address box, type your email ID.  
NOTE: To enable Email a copy, click ON. To disable Email a copy, click OFF. See page 57 for 0 out Configuration instructions.
- Step 13** Click Done. The Messages Settings page appears. Your messages settings are configured.
- Step 14** To go back to the Settings page, click the settings icon. The Settings page displays.

## To retrieve your voicemail messages:

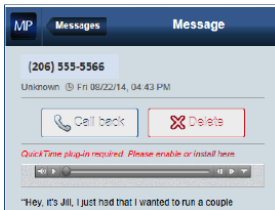
- Step 1** In the Voice Manager menu, click the Messages icon. The Messages page displays.



Messages page

NOTE: The number that appears on the voicemail icon is the number of unread messages.

- Step 2** To listen to a voicemail message, click any voicemail message that you want to hear. The Message page displays.



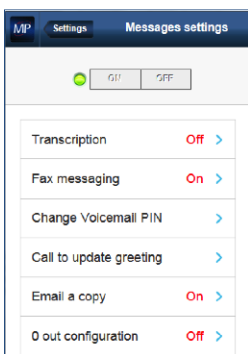
Voice Message

# Fax Messaging

Fax Messaging is an inbound fax service. If enabled, users can access their fax and voice messages from within the Voice Manager. If Email a copy is configured, fax messages are forwarded as attachments to the specified email address.

## Fax Messaging is turned on or off from the Messages settings page.

**Step 1:** To enable your voicemail to receive fax messages, click Settings. The Settings page displays.

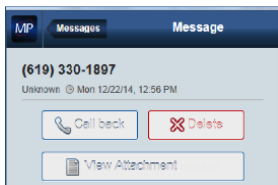


Settings page

- Step 2:** Click Messages Settings
- Step 3:** Click Fax Messaging
- Step 4:** Click On and then click Done.

**Step 5:** To view a fax, click the Fax message icon which displays the document in PDF format.

**Step 6:** The message page appears.



Fax Message

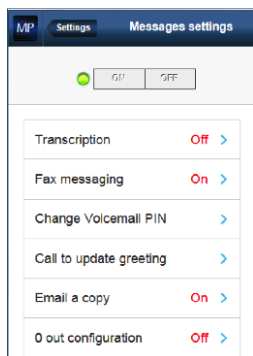
**Step 7:** To view a fax, click View Attachment.

The fax document appears in a PDF file format in a separate window.

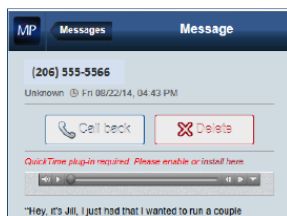
# Visual Voicemail with Transcription

Voice Manager provides a voicemail transcription feature that displays voicemail messages in text. To enable the voicemail transcription feature, complete the following steps:

- Step 1** From the Voice Manager menu, click Settings.
- Step 2** Click Messages settings. The Messages settings page displays.
- Step 3** Click Transcription.
- Step 4** Click ON.
- Step 5** Click Done.



Messages settings page



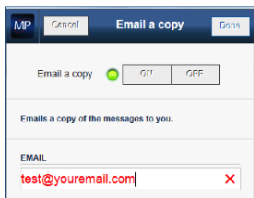
Voicemail message with transcription



# Send Messages to Email

To email a copy of your voice and fax messages to your email ID, complete the following steps:

- Step 1** From the Voice Manager menu, click Settings.
- Step 2** Select Messages Settings.
- Step 3** Click Email a copy. The Email a copy page displays.



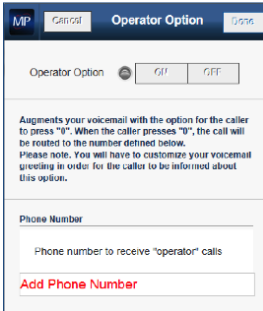
Email a copy page

- Step 4** Click ON.
- Step 5** In the Add email address box, type your e-mail ID.
- Step 6** Click Done.

# “0” Out Voicemail Option

Enables callers to exit voicemail by pressing “0”, and be redirected to an operator or other specified phone number. To enable this option, complete the following steps:

- Step 1:** From the Voice Manager menu, click Settings.
- Step 2:** Select Messages Settings.
- Step 3:** Select 0 out configuration. (this will display the Operator Option page)



Operator Option page

- Step 4:** Select ON.
- Step 5:** Enter a 10-digit phone number in the Phone number to receive “operator” calls field. (This is the new destination phone number where the caller will be transferred.)
- Step 6:** Click Done.

NOTE: You will need to update your voicemail greeting directions for the caller.

## Location Numbers

Your location is based on the phone that you are currently using. For example if you are in the office, your location is “My desk phone”. By default, **My desk phone** is enabled.

If you are working from another location you can easily change your location in the Voice Manager.

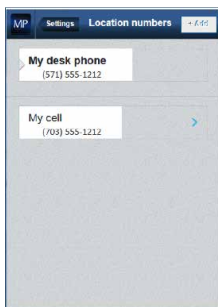
You can add locations in the Voice Manager by adding a location phone number and name. For example “My cell”.

When you receive a call, your MegaPath voice number and location number ring simultaneously when you are away from your desk using another phone. For example if you are using your cell phone as your current location, your desk phone and cell phone will ring simultaneously.

## Add Location Numbers

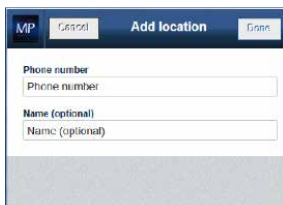
**To add a location number, complete the following steps:**

- Step 1:** Navigate to the Voice Manager menu page.
- Step 2:** Click Settings. The Settings page displays.
- Step 3:** Click Locations. The Location numbers page displays.



Location numbers page

- Step 4:** Click the Add button to add a new location.  
The Add location page displays.



Add location page

- Step 5:** Add a new location phone number (10 digits) and name.  
**Step 6:** Click Done.

## Modify a Location Number

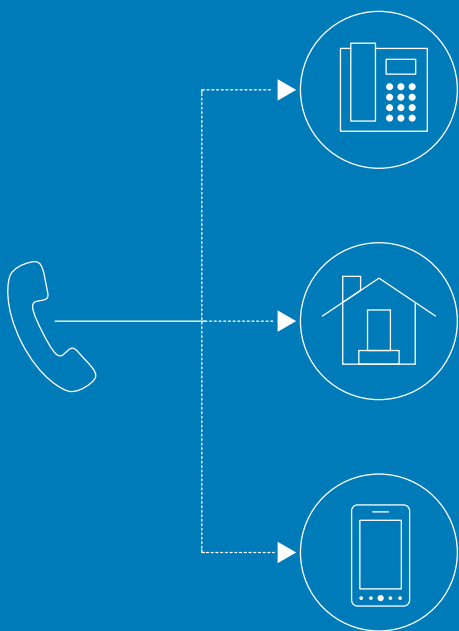
To modify a location number, complete the following steps:

- Step 1:** Click the arrow button next to the location you want to modify. The Edit Location page appears.  
**Step 2:** Modify or delete the location number.  
**Step 3:** Click Done.



Edit location page

NOTE: To delete the location, click Delete.



**>> Never Miss an Important Call**

# Find Me/Follow Me

## Sequential Ring

To avoid missing important calls, set up a number of devices to ring in sequential order.

### To set up Sequential Ring in the Voice Manager:

The Ring additional numbers sequentially setting allows you to provide additional numbers to ring in addition to your primary device. You can assign the number of rings to each phone number, so the inbound calls are connected to each number sequentially.

To modify the Ring additional numbers sequentially settings, complete the following steps:

- Step 1** Click Inbound call handling.
- Step 2** Click In the office. The Custom call settings page appears.
- Step 3** In the IF I DON'T ANSWER... section, click the arrow icon for Ring additional numbers sequentially. The Ring Sequentially page appears.



The screenshot shows a web interface for configuring 'Ring Sequentially'. At the top, there are tabs for 'MP', 'General', 'Ring Sequentially', and 'Done'. Below the tabs, there are two rows of settings: 'Forward after' set to '3 times' and 'Ring each phone' set to '3 times', both with blue arrow icons to the right. Below these settings is a section titled 'NUMBERS' containing two numbered input fields: '1. First number (required)' and '2. Second number (required)'. At the bottom of the 'NUMBERS' section, there is a red link that says 'Add another number'.

Ring Sequentially Page

- Step 4** In the Ring each phone box, click the arrow icon >.
- Step 5** Choose the number of times to Ring each phone.

- Step 6 Click Done.
- Step 7 In the first NUMBERS field, type a number that must ring first.
- Step 8 In the second NUMBERS field, type another number.
- Step 9 If you want to add additional numbers, click Add another number. A new NUMBERS field appears.
- Step 10 In the NUMBERS field, type another number that must ring sequentially.
- Step 11 If you want to delete additional numbers that you provided, click the delete icon.
- Step 12 Click Done. The Ring additional numbers sequentially settings are modified.

## Simultaneous Ring

Ring multiple devices at the same time when you receive incoming calls.

### To set up Simultaneous Ring in the Voice Manager:

The Ring multiple numbers simultaneously setting allows you to add multiple numbers and ring all of the numbers simultaneously.

To modify the Ring multiple numbers simultaneously settings, complete the following steps:

- Step 1 Click Inbound call handling.
- Step 2 Click In the office. The Custom calls settings page displays.
- Step 3 In the WHEN I RECEIVE A CALL... section, click the arrow icon. The Ring Simultaneously page displays.

Ring Simultaneously page

NOTE: To clear the settings and go back to the previous page, click Cancel.

- Step 4** In the NUMBERS field, type a number that must ring simultaneously with your desk and location phones.
- Step 5** If you want to add additional numbers, click Add another number. A new NUMBERS field displays.
- Step 6** In the NUMBERS field, type another number that must ring simultaneously with the other numbers you want.
- Step 7** If you want to delete additional numbers that you provided, click the delete icon.
- Step 8** Click Done. The Ring multiple numbers simultaneously settings are modified.

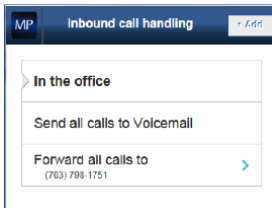
## Call Forwarding

Forward your incoming calls to a different location.

### To set up Call Forwarding in Voice Manager:

To modify the inbound call handling, complete the following steps:

- Step 1** Click Inbound Call handling. The Inbound call handling page appears.



Inbound call handling page

- Step 2** From the Inbound call handling page, click the arrow icon. The Forward all calls to page displays.
- Step 3** In the Forward calls to field, type another number to which you want to forward the inbound calls.
- Step 4** Click Done.



Your inbound calls are forwarded to the number that you provided.

## Call Logs

You can view call logs of your recently received, missed, and dialed calls. You can make calls from the **Call logs** page.

### View Call Logs

**To view the call logs, complete the following steps:**

- In the menu page, click the Call logs icon.  
The Call logs page displays.

NOTE: The number that appears on the call logs icon is the number of new calls in the Call logs.

- By default, All new is selected. You can view all your recent calls.



MP	Call logs	All	Filtered
(206)	555-1212	Unavailable	12/18/14, 09:50PM
(206)	555-1212	SPEAKEASY	12/18/14, 06:53PM
(571)	555-1212	Unavailable	12/18/14, 06:53PM
(571)	555-1212	Unavailable	12/18/14, 06:42PM
(206)	555-1212	Unavailable	12/18/14, 06:39PM
(206)	555-1212	SPEAKEASY	12/18/14, 06:00PM
(206)	555-1212	Unavailable	12/18/14, 12:50PM
(703)	555-1212		

Call logs page

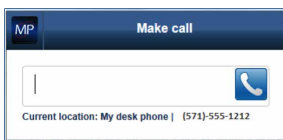
- To view missed calls, click the Missed icon. A list of missed calls displays.

NOTE: The blue arrow icon represents an outbound call.

## Make a Call

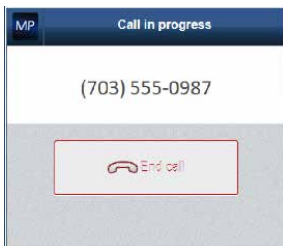
**To make a call, complete the following steps:**

- Step 1:** To make a call directly from the Call logs page, click the number you want to call. The Make call page displays.



Make a call page

- Step 2:** Click the dial icon. The Call in progress page displays.



Call in progress page

Note: To end the call, click End call.

When your call ends or if your call is disconnected, the Call logs page displays.

## MegaPath Anywhere

MegaPath Anywhere is a feature that allows you to have a single number for use with any phone device. Any call you make from any of your specified devices looks and acts as if it were your primary device. Your device's Caller ID will be displayed as that of your primary device—for example, your desk phone.

### Make a Call from a MegaPath Anywhere Phone Device

**To make a call from a MegaPath Anywhere phone device, complete the following steps:**

- Step 1** Dial the MegaPath Anywhere portal number.
- Step 2** Enter your PIN. This is the same PIN that you use for your voicemail.
- Step 3** Enter the phone number you want to call.

Note: To the caller it will appear as though the call is coming from your primary MegaPath phone number.

### Receiving a MegaPath Anywhere Call

- Step 1 Your MegaPath Anywhere assigned phone device(s) will ring.
- Step 2 Answer any of the available MegaPath Anywhere phones.

## Phone Device to Another

**To move a call from your office or “fixed” phone to your mobile device, complete the following steps:**

- Step 1 Dial into the MegaPath Anywhere portal from the device that you would like to move the call to.
- Step 2 Enter your PIN. This is the same PIN that you use for your voicemail.
- Step 3 Dial \*11 to connect the call to the new device.  
Note: Once you are connected to the new device, the call will disconnect from the original device.

**To move a call from your mobile device to your office or “fixed” phone, complete the following steps:**

- Step 1 Dial Lift the handset of your office or “fixed” phone.

# Audio Conferencing

The Audio Conferencing service allows employees to host audio conferences. The conference moderator and participants can join audio conferences by dialing an extension (while in the office using your MegaPath phone), a local or a toll-free phone number.

From your PC, tablet, or smartphone, you can use the Voice Manager to begin audio conferences. You can also use the Conference Moderator tool while using your PC to manage participants and conference features like: recording, lecture mode and end conference. The Outlook plug-in allows you to easily send Outlook invites to participants containing the audio conferencing dial in details.

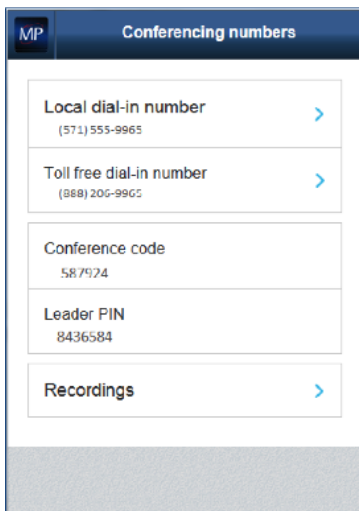
## To host an audio conference using the Voice Manager, complete the following steps:

**Step 1:** Log on to the Voice Manager.



Voice Manager home page

- Step 2:** Click the Conference icon. The Conference numbers page displays your conference phone numbers, Conference code, and Leader PIN displays.



Conferencing numbers page

- Step 3:** Click the arrow to dial the audio conference number. The Make a call page displays.
- Step 4:** Click the dial button to call the conference bridge.
- Step 5:** Once connected to the conference; enter the Leader PIN.

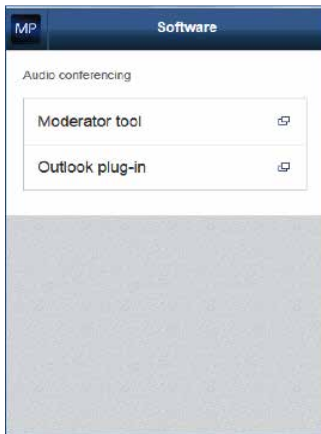
**Step 6:** To use the Moderator tool (Conferencing Moderator), click Software from the Voice Manager home page.



Voice Manager home page

NOTE: the Software option is only available when using your PC.

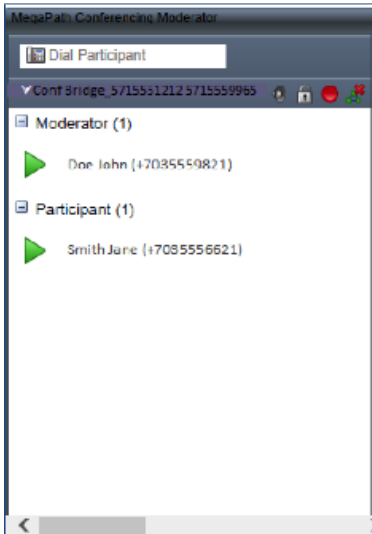
**Step 7:** The Software page displays. Click Moderator tool.



Software page

The **Conferencing Moderator** allows the conference leader to manage the conference and participants. Moderator and participant phone numbers, caller ID and status display in the Conferencing Moderator. The Conferencing Moderator has the following functions available through easy click icons:

- Dial participant
- Lock the conference (prevent additional participants from joining)
- Start/stop recording
- Pause recording in progress
- Drop participant
- Hold participant
- Mute participant
- Lecture Mode - mute participants so only the conference leader can be heard
- End conference



Conferencing Moderator



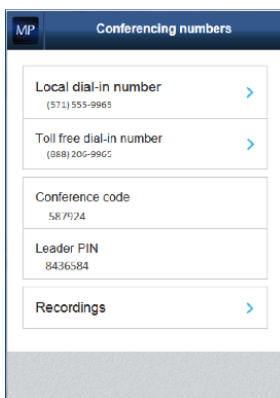
In addition to the Moderator tool, conference moderators can moderate calls using the keys on a touchtone phone (DTMF). To moderate a call using DTMF, the following codes are available. During the conference press \* plus:

- \* – Repeat the menu options
- 0 – Transfer to Operator
- 1 – Mute or unmute moderator line
- 2 – Participant count, followed by roll call
- 3 – Turn on or turn off Lecture Mode
- 4 – Lock or unlock conference
- 5 – Recording submenu
- 6 – Invite a new participant by calling the participant
- 8 – End conference
- # – To return to the conference

## Conference Recordings

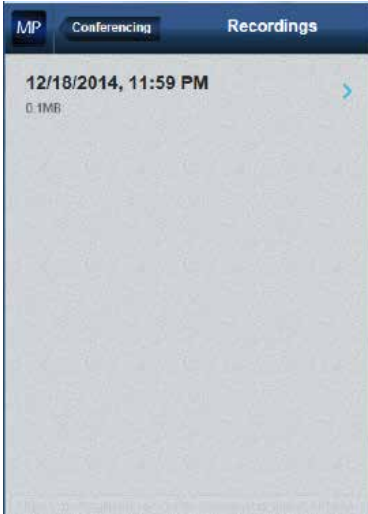
To view a list of conference recordings

**Step 1:** Go to the Conference numbers page.



Conferencing numbers page

- Step 2:** Click Recordings. The Recordings page displays.
- Step 3:** Click any recording to listen or to download a previously recorded conference.



Recordings page

Note: Recordings can only be accessed while using a PC.

## Glossary of Terms

### **Voice Learning Center**

A user-friendly knowledge base where you can sign up for live, instructor-led training and access useful resources—such as step-by-step user guides, and more.

[www.megapath.com/vlc](http://www.megapath.com/vlc)

### **Soft Key**

A context-sensitive button that changes in function based on the activity in which you are currently engaged with your phone.

### **Voice Manager**

Voice Manager is an advanced, and easy-to-use tool that allows you to use and manage your MegaPath phone service from your smartphone, tablet, or PC.

<https://mv.megapath.com>

