



Mobile Phone

User Manual

Welcome!

This manual gives you practical instruction on how to use basic functionality of your ipvision mobile phone.

If you feel uncertain or have questions, you are always welcome to call us.

Best regards,
ipvision Support

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Basic Functionality

Incoming Calls

To answer an incoming call press  or  button on your phone.

Overtaking a call



If one of your colleagues is not at his desk and cannot answer a ringing call, you can overtake this call and answer it from your own phone.

You can check, which Caller / Pickup Groups your phone belongs to in Connect Visible on My Settings / Groups page. Your company's phone administrator has access to changing this setup.

When you need to overtake a call within your group, dial  and answer the call.

In case there are several calls ringing simultaneously within the same group, it is the first (longest ringing) call, that will be overtaken by your phone.

Note: This functionality is not available, while you are abroad.

Outgoing Calls

To make a new call, dial the number and press .

When calling from abroad

Remember to enter **+45** in front of Danish phone numbers, when calling from abroad.

Note: It is not possible to dial local extensions from abroad. Some of the extended PBX functionality is not available either.

A call from outside of Denmark will always show your phone's real number.

To show / hide the number

There are several ways to activate Private Number on your phone:

- You can use 'Send own Call ID' setting on your phone
- You can activate Private number in Connect Visible (My settings / Phones and numbers) or via 185-menu by calling .

It is also possible to make a single call overriding the generally selected setting.

To hide your number for a single call, dial:



To show your number for a single call, dial:



Call Transfer

We support both blind and assisted call transfer. It is also possible to transfer a call to an external number.

Note: A transfer to an external number will be charged as an outgoing call.

Blind call transfer

* 7 <NUMBER> #

When you are ready to transfer your call, press * 7, enter the number you intend to transfer the call to, and confirm the transfer by #.

The call will be transferred and ended on your phone right away.

Assisted call transfer

* 0 <NUMBER> #

When you need to present the caller before transferring the call, dial * 0, enter the number you intend to transfer the call to, and confirm the transfer by #.

Your current call will be parked on Hold, and your phone will start a new call to the person you intend to transfer the call to, giving you the chance to present the caller.

You can transfer the call by ending the phone call on your phone: Press .

If your colleague is not answering, or if the transfer turns out to be inconvenient, you can resume the parked call by dialing * 9.

185 – Phone Administration Menu

Dial **185** to access the Phone Administration Menu for your phone.
(See Phone Administration for full overview of the available functionality).

1851 Call Redirect

- 1** **Disable**
Call Redirect will be disabled. Your phone will be receiving all incoming calls.
- 2** **Simultaneous**
Your phone will be ringing simultaneously with the device(s) attached to the number registered in option 9 (see below).
You will be able to answer the calls from any of the ringing devices.
- 3** **External**
All calls will be redirected to the External number registered in option 9 (see below).
Only the devices attached to this external number will receive calls.
- 9** **Change External Number**
This option allows you to enter or change the External number, which will be used, when External or Simultaneous Call Redirect is selected.
Enter the desired number, and finish by pressing the pound key **#**.

1852 'Do not Disturb' status

- 0** **Disable 'DnD' status for your number.**
Your phone will receive all incoming calls to your phone number.
- 1** **Enable 'DnD' (all) status for your number, when you intend to avoid receiving any calls to your phone.**
- 2** **Enable 'DnD' (external) status for your number, if you intend to avoid any external calls. All external calls will be redirected. Your colleagues will be informed that you are busy, but will have an option to choose between leaving a voicemail message or disturbing you anyway (by selecting **3** in the IVR system).**

1 8 5 3 Queues

- 0 Sign out**
You can only sign out of those queues, where you are already signed in. This only applies to the queues where you have permission to sign in and out dynamically. Press **0** to sign out of all the queues, where you are currently signed in.
- 1 Sign in**
You can sign into any queue, where you have permission to sign in dynamically. Press **0** to sign into all available queues.
- 2 Pause Off**
Your phone will be unpaused in all the queues.
- 3 Pause On**
Your phone will be paused in all the queues, where you are currently signed in.

1 8 5 4 Voicemail

If you have a voicemail box attached to your account, you can call **5 0 6 0 9 9 9 9** or use Phone Administration Menu and dial **1 8 5 4** to retrieve your voicemail messages.

- 1 New Voicemail Messages**
In this folder you can listen to new messages left on your voicemail.
- 2 Old Voicemail Messages**
In this folder you can find those of your voicemail messages, that you have already previously listened to.
- 3 Old Voicemail Messages**
In this folder you can find those of your voicemail messages, that you have already previously listened to.

It is also possible to receive your Voicemail messages by e-mail.

Redirect to Voicemail is free, also when you are abroad.

Note: A call to Voicemail will be charged as a usual outgoing phone call, when you are abroad.

1 8 5 5 Speed Dial

Speed dial allows you to avoid dialling the whole number, when you need to dial one of the numbers you use most often.

Enter the Speed Dial number you intend to edit or create, and finish by pressing the pound key **#**. Enter the new Phone number, you want to assign the Speed Dial, and confirm by pressing the pound key **#**.

1 8 5 5 <speedDialNumber> # <newNUMBER> #

If you want to delete a Speed Dial number, press **#** once more without entering a phone number.

1 8 5 5 <speedDialNumber> # #

1 8 5 9 3 Private Number

0

Disable

Your phone number will be shown to all people receiving a call from your phone.

1

Enable

Your name and phone number will be hidden from all people receiving calls from your phone.

2

External

Your name and phone number will be hidden, when you make calls to external numbers, but always shown to your colleagues.

Internet & MMS

If your mobile phone supports automatic setup, you can send **SMS** with text 'Fly' to 2222 or 'MMS' to 1111, to receive the settings. The security code is **1234**.

Please note, not all the providers abroad support data roaming. Remember that prices for data from abroad will be higher, than in Denmark.

Help

If you have questions or need help with ipvision products, you are always welcome to contact ipvision Support:

Call *+45 8888 7799* within our working hours:

Mon. to Thu.: 08.00 – 16.00 (GMT+1)

Fri.: 08.00 – 15.30 (GMT+1)

We provide 24-hour service in case of major errors.

Or send an e-mail to support@ipvision.dk

We are doing our best to answer all e-mails within 8 working hours.