Enterprise IP Phone

User's Guide

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Troubleshoot

If your Phone says No Service or you Cannot make calls, there are several possible causes. These quick steps resolve the issue most of the time.

Make sure internet works. Ensure that other devices on the network have internet connectivity.

Make sure the internet is plugged to the Internet Port of your phone, NOT the PC Port.

Please try rebooting the phone. If your phone is connected to an AC Adapter, please unplug it, wait 5 seconds, and plug it back in. If your phone only has an Ethernet Cord (POE) Please unplug this cord, wait 5 seconds, and plug it back in.

In some cases, a reboot of the router can help. Unfortunately, some routers are notorious for "partially working" after being on for extended periods. Some devices may have internet while others simply don't, until the router is rebooted. This could also happen after a power outage.

For more info or help please contact us at

info@lemtel.com or (514)494-2888

Feature Codes

Dial	Action
*72	Call Forward **On**
*73	Call Forward **Off**
*74	Set Call Forward Number
*78	DND **On**
*79	DND **Off**
*724	Paging
*21	Find Me / Follow Me
*67	Call Privacy
*411	Phonebook dial-by-name directory
*97	Voicemail Access
*98(ext #)	Voicemail Access Another Extension
*99	Transfer to Voicemail
*732	Recording Upload
*22	Call Center Agent Login Toggle
*23(ext #)	Call Center Agent Login Toggle Other Agent
*33(ext #) conversation,0 mute	Eavesdrop press 1 remote,2 local,3 full

Voicemail

To access your voicemail box, dial ***97#** or press the **Message** key.

To access your messages, you must enter your password. By default, your password is **2888#**.

Voicemail box options:

"1" Listen to new messages

"2" Listen to saved messages

"5" Voicemail advanced options (your message recordings, etc.)

Advanced options:

"1" to record a greeting

"2" to choose greeting

"3" to record your name

"6" to change your password

"0" to return to the main menu

Voicemail Access Another Extension

To access your messages from a phone other than your own, you must dial

*98 + extension + # and you will be asked to enter your password then **#**.

After entering your password, you will have access to your voicemail box.

Call Transfer

To perform a call transfer:

1. Press the **Transfer** key during a call
2. Enter the number you want to transfer the call to
3. Press the **Transfer** key to complete the transfer
If you are using a handset, you must hang up the handset to complete the
transfer. You can cancel the transfer before the call connects by pressing
the **Cancel** soft
key.

Transfer calls directly to voicemail

To transfer a call directly to an extension's mailbox, press **Transfer**, dial
*99 followed by the extension and press **Transfer** again to complete the
transfer. (example: transfer, 221#, transfer)

Conference

You can create a conference call with other parties by using the phone's
local conference
feature. You can create a conference between the active call and the call
on hold (on the
same or another line) by pressing the **Conference** key.
Your IP phone supports up to 3 parties including you in a conference
call.
To set up a local conference call:
1. Place a call to the first party
2. Press the **Conference** key to place a new call (the active call is placed
on hold)
3. Enter the number of the second party and press **OK**, **#** or the **Send**
key.
4. When the second party answers, you can consult with him/her before
adding the
conference
5. Press the **Conference** key again to join all parties in the conference.

Call Pickup

To answer a call that is being made at another extension, you must dial
*8 # while that phone is ringing, the call will be picked up.

Call Forward

To forward all your calls to an external or internal number, dial ***74 #**
followed by the number you wish to direct all your calls.

To cancel call forward, dial ***74 #**.

Call Park

To park a call

Press the Park Button Or

Press transfer and dial ***5900#**

Listen to code given and hit transfer again.

To take call back just

dial *** followed by the code previously given and #**