



User Guide

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1. Setting up your phone

Phone Setup

Phone Setup Instructions

VoIP phones ordered through Skytel arrive fully configured with your extension and line assignments already provisioned. Simply:

1. Plug the phones into power, and
2. Connect to the internet.

Recording Your Voicemail Greeting – To customize your Skytel mailbox:

1. Dial into the mailbox from your extension phone, either:
 - Press the Message button, or
 - Press *97 and press Send
2. Enter the voicemail password assigned to you.
3. Once in the mailbox menu, press 0 for mailbox options
4. Then press:
 - 1 to record your “Unavailable” Greeting
 - 2 to record a different “Busy” Greeting (optional ... only if you want to play a different “*I’m on another line*” message when you’re tied up with another call)
 - 3 to record your name (to be used in the Directory, if applicable).

Testing Tools – We suggest running these two short tests with your new phone:

***43 – Echo Test:** Everything you say will be repeated back to you. This test gives you a sense of the latency between you and our network.

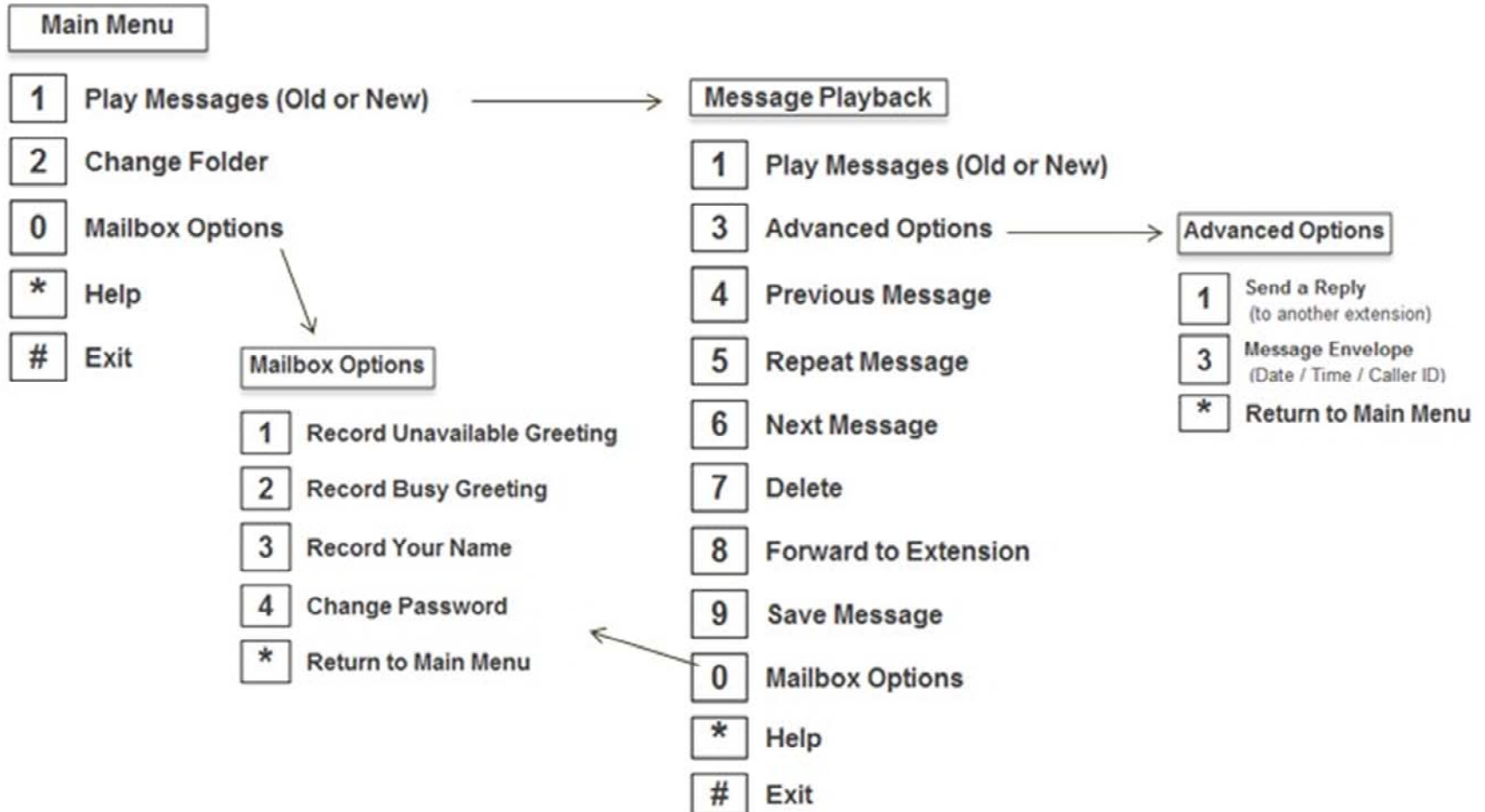
***65 – Extension Test:** Dial *65, and Skytel’s Network will say the extension number back to you on the handset. If you get a fast-busy tone then the system is telling you that the phone is not connected properly and that it is not registered.

Phone Usage

Voicemail Menu

Three ways to access your mailbox:

1. Press *97 from your phone, and enter password.
2. Dial your Skytel number (or extension). When your voicemail greeting plays, press * (star key) and enter password.
3. Dial *98 from another extension. You will be prompted for, "Extension" and "Password".



Phone Usage

Call Transfer

Call Transfer to Extension or outside phone number

1. Press the Transfer key (or soft key on the phone's display screen),
2. Enter extension (or phone number) of the person you are transferring to. Add # at end of the number,
3. Press the Transfer key again to send caller onto the destination ("blind" transfer). Or, remain on the line for "warm" transfer options:
 - Tell the extension owner who's about to be transferred (then press Transfer key again).
 - Return back to the caller if the other extension doesn't pick up (press Cancel key to abort Transfer).

Call Transfer Directly to Extension's Voicemail

Key in ## * (extension number) #. Example: *104# transfers the person to the Voice Mail for extension 104.

Call Transfer from your Mobile phone

When your mobile receives a Follow-Me call, press ## and you will be prompted by a voice asking you to, "Transfer". Key in the extension or outside number you want to transfer the call to, followed by the # key.

Call Forwarding (using the phone keypad)

***72 – Activate Call Forwarding for All Calls** – Voice command will ask you to enter:

- "Your extension." Key in your extension number.
- "Extension Target attendant." Key in the forward-to extension or outside phone number.

***73 – Deactivate Call Forwarding for All Calls**

***74 – Deactivate Call Forwarding for All Calls, with Prompt** – Voice command walks you through the steps, allowing you to enter the extension call forwarding is being deactivated from.

***90 – Activate Call Forwarding, only when your Phone is Busy**

***91 – Deactivate Call Forwarding, only when your Phone is Busy**

***92 – Deactivate Call Forwarding, only when your Phone is Busy, with Prompt**

Do Not Disturb (use these key commands if the more convenient "DND" button is not available on your phone)

***76 – DND Toggle** – Toggles DND on or off. Voice command confirms setting.

***78 – DND Activated** – Voice command confirms setting.

***79 – DND Deactivated** – Voice command confirms setting.

Phone Usage

Three-Way Conference Calling

Using SIP Phones: Most SIP phones have a conference soft key on the display, making it fairly simple to conference with other parties. For example, using the Yealink SIP phone:

1. Press the CONF button. This places the caller on hold,
2. Dial the third party's extension or phone number. When call is established, you may talk privately with third party,
3. Press the CONF button again to join all parties together in a three way call. Repeat the steps to add a fourth.

Using Analog Phones: From your analog phone (supported by an ATA adapter):

1. Tap the phone cradle. You'll hear a dial tone, and the caller is put on hold,
2. Dial the third party's extension or phone number. When call is established, you may talk privately with third party.
3. Tap the phone cradle again and all three individuals will be joined in the same call.

Note: If originate the three way call and you hang up, both remaining parties will be disconnected.

Conference Bridge

Skytel hosts Voice Conferencing bridges for our customers, supporting from 4-100 participants. If your company needs Conferencing services added, contact support@skytelsystems.co. We can set up access to the bridge several ways:

1. Dialing Bridge four digit extension from your office phones,
2. Providing you with a local number for outside parties to access, or
3. Connecting Bridge as a menu option from your main company greeting.

A fixed four digit PIN number will be given to you to access your Conference Bridges.


2. User Portal

User Portal

Login

To access your user portal, go to the URL provided to you by your company Administrator or Skytel team.

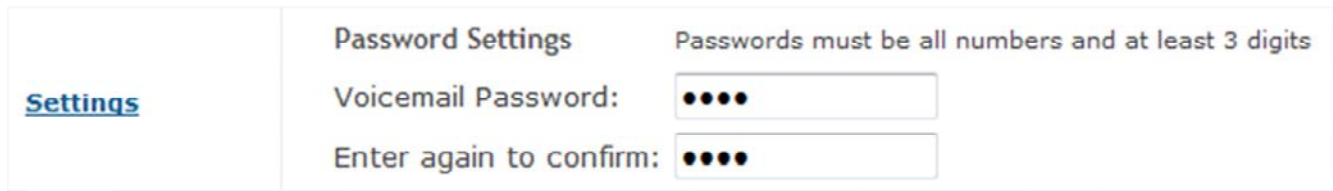
Tip: Check Remember Password box for **instant access** into the user portal.



The screenshot shows a login form titled "Login". It contains the following elements: a "Login:" text label followed by an input field; a "Password:" text label followed by an input field; a blue "Submit" button; a "Remember Password" checkbox with a hand cursor icon pointing to it; and a language dropdown menu currently set to "English". A blue arrow from the tip text points to the "Remember Password" checkbox.

Changing your Password

We recommend that you change your Skytel extension password, which is done from the Settings panel:



The screenshot shows the "Settings" panel with the "Password Settings" section selected. The "Settings" link is underlined. The "Password Settings" section includes a note: "Passwords must be all numbers and at least 3 digits". Below this note are two input fields: "Voicemail Password:" and "Enter again to confirm:", both containing four black dots to represent masked characters.

If you forgot your password, send an email to: support@skytel systems.co.

User Portal

Voicemail

Click the [Voicemail](#) link to access your messages:

1. Search for old messages using caller's **Name** or **ID**
2. Check the box next to message(s) and:
 - o **Delete** from your mailbox,
 - o **Move** to another Folder (Family, Friends or Work),
 - o **Forward** onto another extension, or
 - o **Email** the .wav file.

1







Search

2

delete move_to Folder forward_to email_to

Results 2

select: [all](#) [none](#)

	Date	Time	Caller ID	Priority	Orig Mailbox	Duration	Playback	Download
<input checked="" type="checkbox"/>	2010-11-01	13:05:32	"2145557788" <2145557788>	2	1803	7 sec	 	
<input type="checkbox"/>	2010-10-27	8:10:23	"Bob Sanders" <1004>	2	1803	66 sec	 	

3 4 5

3. **Playback** the message on your computer.
4. **Playback** the message to your extension (Voice Carrier will dial your phone and play the recording).
5. **Download** the .wav file to your computer.

User Portal

Call Monitor

Click the [Call Monitor](#) link to access your Call Logs:

Call Monitor for Jane Smith (1001)

Use the **Search** tool to hone in on a record by Name or Caller ID:

Logs are kept for inbound, outbound and missed calls. The **Source** is where the call originated from. The **Destination** is where the call was received. In the example for Jane's Extension 1001 below:

- Line 1 – Caller dialed from 801-555-1611. Jane, as a member of Ring Group 600, took the call, talked for 17 seconds.
- Line 2 – Jane placed an outbound call to 650-555-1956. Her company ID 718-555-0449 was the ID customer saw.
- Line 3 – Caller dialed from 800-555-1735, directly into Jane's extension. She took the call, talked for 63 seconds.
- Line 4 - Caller dialed from 585-555-6623, landing in extension 1001 voicemail. Left message.

<u>Date</u> ▼	<u>Time</u>	<u>Caller ID</u>	<u>Source</u>	<u>Destination</u>	<u>Context</u>	<u>Duration</u>	<u>Monitor</u>
2010-11-02	09:44:51	"8015551611" <8015551611>	8015551611	600	ext-group	17 sec	
2010-11-02	09:44:43	7185550449	7185550449	16505551956	from-internal	8 sec	
2010-11-02	08:47:06	"8005551735" <8005551735>	8005551735	1001	from-did- direct	63 sec	
2010-11-02	07:04:36	"5855556623" <5855556623>	5855556623	vmu1001	ext-local	62 sec	 

Recorded call. Click to Play or Download

User Portal

Phone Features

Click [Phone Features](#) to access popular phone tools:

Call Waiting: While on a call, you'll hear a polite "beep," indicating that another call is waiting. This will occur several times until the caller is directed to Voicemail or until the caller hangs up.

Do Not Disturb: Calls will not ring on your extension.

Call Screening: Your caller will be asked to say his name. When you answer your phone, you'll hear who's waiting:

Press 1 to accept the call

Press 2 to send caller to your extension's voicemail box

Press 3 to send caller to "torture" menu
(caller hears silence for 5 minutes)

Press 4 to play polite "*not in service*" message

- **Memory** – caller will only have to announce his name once. We'll remember him by ID next time.
- **No Memory** – caller will have to announce his name every time he calls you.

Call Forwarding: callers dialing your extension can be directed onto one phone number:

- **Unconditional:** all calls will be forwarded straight to designated number. Your extension phone won't ring.
- **Unavailable:** call will forward after your extension phone rings (and not answered).
- **Busy:** forwards if you're on the line with another caller.

The screenshot shows a web interface for configuring phone features. It includes sections for 'Phone Features' and 'Call Forwarding'. Under 'Phone Features', there are checkboxes for 'Call Waiting' (checked) and 'Do Not Disturb' (unchecked), and a dropdown menu for 'Call Screening' set to 'Disable'. Under 'Call Forwarding', there are three rows: 'Unconditional' with an empty text box and an 'Enable' checkbox (unchecked); 'Unavailable' with a text box containing '9194431551' and an 'Enable' checkbox (checked); and 'Busy' with an empty text box and an 'Enable' checkbox (unchecked).

User Portal

Follow Me

Click [Followme](#) to access a great tool to keep you in touch with your customers. After your extension phone rings, the caller can be routed onto multiple phones (such as your mobile), in the order you select.

1. Click Enable to activate Follow me
2. Your extension (1001 in this example) will be listed first. Add another extension and/or phone numbers .
3. Select how long your extension phone only should ring, before call is routed on.
4. In this example, extension and mobile ring for 20 seconds (extension's 1001 phone will continue ringing as well).
5. Click **Use Confirmation** to prevent caller from rolling into the Followme mobile phone's voicemail box . When you answer your mobile, you'll hear "You have an incoming call. Press:
1 to Accept,
2 to Decline,
3 to hear Caller ID information.."

Follow Me Settings for Jane Smith (1001)

[Enable](#) 1

[Follow Me List:](#) 1001 2
1009
2145556789

[Ring 1001 First For:](#) 3 10 seconds

[Ring Followme List for:](#) 20 seconds 4

[Use Confirmation:](#) 5 Enable

User Portal

Feature Codes

Click [Feature Codes](#) to view the line up of features that can be provisioned straight from your SIP phone.


Handset Feature Code	Action	Description
" 30	Blacklist a number	Caller dialing your extension will hear "the number you have dialed is not in service "You will not be disturbed.
" 31	Remove a number from the blacklist	
" 32	Blacklist the last caller	
" 52	Call Forward No Answer/Unavailable Activate	Forward calls to one number: - when you don't answer, -immediately (extension won't ring) or - when extension is busy Voice command will ask you to enter ""Your extension, "and ""Extension Target attendant" (the forward-to extension or outside phone number).
" 53	Call ForwardNo Answer/Unavailable Deactivate	
" 72	Call Forward All Activate	
" 73	Call Forward All Deactivate	
" 74	Call Forward All Prompting Deactivate	
" 80	Call ForwardBusy Activate	
" 81	Call ForwardBusy Deactivate	
" 82	Call ForwardBusy Prompting Deactivate	
" 70	Call Waiting – Activate	While on a call you'll hear a polite ""beep, "" indicating that another call is waiting.
" 71	Call Waiting – Deactivate	
" 34	Perform dictation	Contact support@skytelsystems.co to request this service.
" 35	Email completed dictation	

User Portal

Settings

Click [Settings](#) to configure notifications and voicemail playback preferences.

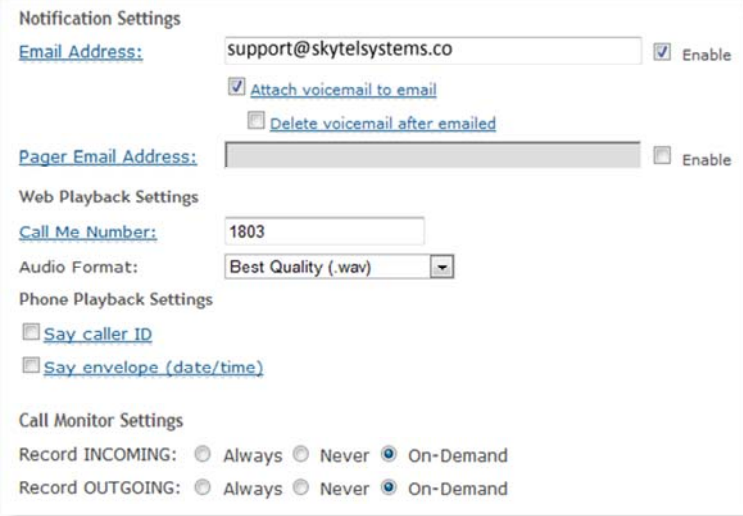
Notification Settings: List your email address and check “Attach” box to deliver the message .wav file to your in box.

Web Playback Settings: Enter the extension to send the voicemail .wav file to when you click  from Voicemail panel.

Phone Playback Settings: Check if you want to hear the date/time message was left and/or the caller’s ID, before message is played.

Call Monitor Settings: For incoming or outgoing calls, select “Always” to record all automatically, or “On-Demand,” pressing *1 to start the recording.

Recorded calls are stored in the Call Monitor panel. Click the icon to playback or download



The screenshot shows a settings page with the following sections and options:

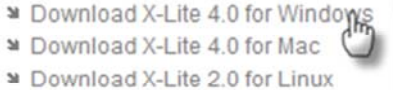
- Notification Settings:**
 - [Email Address:](#) support@skytel systems.co Enable
 - [Attach voicemail to email](#)
 - [Delete voicemail after emailed](#)
 - [Pager Email Address:](#) Enable
- Web Playback Settings:**
 - [Call Me Number:](#) 1803
 - Audio Format: Best Quality (.wav)
- Phone Playback Settings:**
 - [Say caller ID](#)
 - [Say envelope \(date/time\)](#)
- Call Monitor Settings:**
 - Record INCOMING: Always Never On-Demand
 - Record OUTGOING: Always Never On-Demand

3. Softphone for your computer

Softphone for your computer

A Voice Carrier line can be provisioned on most major Soft-Phone clients. Our engineers recommend Counterpath's **Xlite** Soft-Phone, which has been tested in our labs. To install:

1. Go to <http://www.counterpath.com/x-lite-download.html> and click one of three links:
2. After downloading the Soft-Phone client, build the Account tab as follows (leave all other tab settings as default):
 1. Enter your Extension number
 2. Your domain URL (provided by Skytel)
 3. Your extension password (provided by Skytel)

A screenshot of a web page showing three download links for Xlite software. The links are: 'Download X-Lite 4.0 for Windows', 'Download X-Lite 4.0 for Mac', and 'Download X-Lite 2.0 for Linux'. A mouse cursor is pointing at the first link.

➤ Download X-Lite 4.0 for Windows
➤ Download X-Lite 4.0 for Mac
➤ Download X-Lite 2.0 for Linux

Tip: Use a headset with mic for best sound quality.

Notes:

- ✓ Some anti-virus programs may affect performance
- ✓ Softphone will not ring if your computer is off or in sleep or hibernate mode, etc.
- ✓ Skytel is not able to troubleshoot all softphone issues on your computer
- ✓ **Use separate extension number for each softphone.**



Account Voicemail Topology Presence Transport Advanced

Account name: 1503 **1**

Protocol: SIP

Allow this account for

- Call
- IM / Presence

User Details

- * User ID: 1503 **1**
- * Domain: companyname.skytelvoip.com **2**
- Password: **3**
- Display name: 1503 **1**
- Authorization name: 1503 **1**

4. Faxing

Faxing

Unlike the standard FAX service, faxes do not go through your PBX, but rather Skytel's servers in the cloud. If you purchased Skytel Fax to email service, you were assigned a unique fax phone number.

Logging into the fax portal

Go to: <http://efax.skytelsystems.co>, and enter the login and password assigned to you.



Sending a Fax

Fastest way to send a fax is using the **Quick fax** panel from the home page:

1. Enter the 10-digit phone number (U.S. or Canada only)
2. Confirm your Caller ID to display on the fax
3. Upload your document and click go.



Want to create a **customized cover sheet**?
Click the Send a Fax icon and follow the wizard:



Faxing

Fax Status

Check the status of the fax you just sent. Processing will take from 5 to 10 minutes.

 Sent

Sent	Fax Number	Destination Fax	Status
11-07-2009 07:26:55 PM	(877) 555-4593	(877) 555-4793	Processing
11-02-2009 11:26:39 PM	(877) 555-4593	(650) 555-4953	Successfully Sent 
11-02-2009 11:19:30 PM	(877) 555-4593	(877) 555-4793	Error:Failed: Busy 
10-30-2009 11:35:44 AM	(877) 555-4593	(650) 555-4953	Successfully Sent 

Receiving Faxes

Faxes arrive directly to your email:

From: 650-555-9606 [mailto:NEWFAX@faxtoyouremail.com]

Sent: Wednesday, November 03, 2010 2:51 PM

To: bob.smith@ringcarrier.com

Subject: NEW FAX (1 page) - 11-03-2010 at 03:48:36 PM MST - (877) 555-4593



You have received a 1 page fax message from (650) 555-9606 to (877) 555-4593 on 11-03-2010 at 03:48:36 PM MST.

 fax-9993632.pdf (4 KB)

For online handling, click the View Faxes icon. Select the document by checking the box, then select an icon to:

- **Download** the fax to **view** and **save** on your computer, or
- **Forward** the file to an email address, or
- **Delete** the document from your online account. Once a fax has been deleted, **IT CAN NOT BE RECOVERED.**

 Inbox

Received (MST)	Caller ID	Fax Number					X
 11-07-2009 05:32:35 PM	(650) 555-9606	(877) 555-4593					

Multi-Select: 

For More Information, please visit our

Support / Knowledge Base at

www.skytelsystems.co

or contact us at support@skytelsystems.co

