



SimpleVoice Quick Start Guide

Welcome to your new TVS telephone system. Below is a quick start guide to help you get your phone up and running as quickly as possible. You can access training videos here. <http://vimeo.com/oit>

Voice Mail

How to record voicemail greeting

- From your phone press the **Messages** key or dial 9901
- Enter your **Extension** followed by the # key
- Enter your **Voicemail PIN** followed by the # key
- Press **6** for the **Greetings Menu**
- Press **1** to record your new greeting
- Press **1** to record greeting
- Record your greeting and press **#** when you are finished
- Press **1** to keep the new recording or press **0** to keep the old greeting

How to administer Voicemail from another user or queue

- From your phone press the **Messages** key or dial 9900
- Enter the **Extension** followed by the # key
- Enter the **Voicemail PIN** followed by the # key
- Press **6** for the **Greetings Menu**
- Press **1** to record your new greeting
- Press **1** to record greeting
- Record your greeting and press **#** when you are finished
- Press **1** to keep the new recording or press **0** to keep the old greeting
- Hang up the call.

How to check voicemail from the outside.

- Call into your voicemail
- When you hear your greeting press the * key
- Enter the **Voicemail PIN** followed by the # key
- You can now listen to messages, change greetings and forward messages.
- Hang up the call.



How to Make a Call

With the handset on the cradle, dial your number as normal. If you make a mistake, you can backspace. Once finished, either pick up the handset or press the SPEAKERPHONE button. This process by-passes the 6 second timeout and immediately places your call. Otherwise, you can press SEND/DIAL to make the call.

Simple Conference

You establish the first call, press the CONF button, dial the 2nd call and press CONF again to join. You can conference up to 4 parties.

Transfer a Call

To transfer call, press the Transfer button, dial the number you want to transfer to and either stay on the call to announce the caller or hit Transfer again to complete the transfer.

If you have a DSS/BLF button programmed, you can just press the button to transfer the call.

To transfer a call directly to a user's voicemail, press Transfer and dial 7 + Ext #.

Call Pickup

There are 3 options for picking up a ringing call.

1. Directed Call Pickup - Answer a Call that is ringing at another extension - *35<EXT #>
2. Department Call Pickup - Answer a Call that is ringing within the same department - *37
3. Company Wide – Answer the first call ringing into the system - *36

User Control Panel

To access the User Control Panel, go to <http://simplevoice.globalaccessnet.com> and enter your log information.

Call Parking

To park a call, press transfer and the parking lot button you want to transfer to.

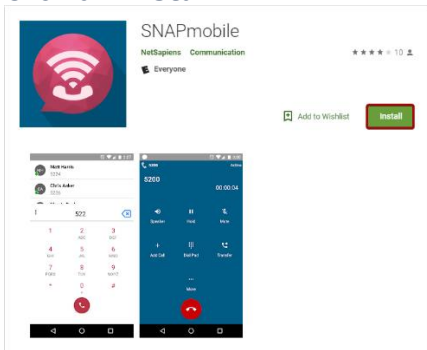
SNAPmobile

Download the app for your smartphone and stay connected wherever you are.

Android Play Store

- From your Google Play Store search for the app titled **SNAPmobile** by NetSapiens Inc.
- You can also click on this link: https://play.google.com/store/apps/details?id=com.netsapiens.snapmobileandroid&hl=en_US

- Click on **Install**



- If prompted, select the phone you wish to install on and then click **Install**



Apple Apps Store

- From your Apple Apps Store search for the app titled **SNAPmobile** by NetSapiens Inc.
- You can also click on this link: <https://itunes.apple.com/us/app/snapmobile/id951365927?mt=8>
- Click on **Download**

App Store Preview



Log In

- At the login screen enter the following information
- **Host ID: UCNET**
- **Username:** extension@domain (i.e. 1001@oitdemo)
- **Password:** Your password for the web portal
- Touch **LOG IN**

