

VisionCTS

Cloud Telephone System

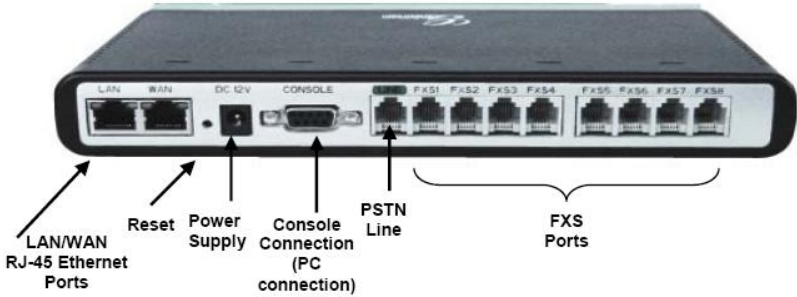
Powered by
Vision Concept Technology



Grandstream Phone System Training Reference Guide V1.0



GXW 400x



Feature Codes

Note: These features can be configured via the portal at <https://box01.vctsip.com/>

**78 — activate Do Not Disturb*

**79 — deactivate Do Not Disturb*

**98nnnn — Check voicemail (extension nnnn)*

**97 — Check voicemail (for calling extension)*

**70 — activate Ca I Waiting*

**71 — deactivate Ca I Waiting*

**72 — activate Ca I Forward*

**73 — deactivate Ca I Forward*

**90 — activate Ca I Forward on Busy*

**91 — deactivate Ca I Forward on Busy*

**69 — Ca I trace - dial last call received*

GATEWAY INSTRUCTIONS

1. With your new Vision CTS service, placing a call is the same as before with your other provider's service.
2. To use the features listed above, simply get outside dial tone by selecting a CO Line appearance or dial an access code if your phone system has provided that. In most cases, the access code is 9.
3. Then, dial the access code you would like to use. For instance, if you want to forward your main number to an outside number, dial ***72 and the number you are forwarding to (e.g. 614-555-1212)** Then hang up. To cancel the forwarding, dial ***72** and hang up. When you do this, make sure you are going out on line
1.

VOICE MAIL INSTRUCTIONS

LOGGING INTO YOUR VOICE MAILBOX

- Dial ***97** for **Voice Mail** (VM)
- Enter VM PIN

CHECK MESSAGES

- Log into your voice mailbox
- Press **1** to hear your messages

MAILBOX OPTIONS

- Log into your voice mailbox
- Press **3** to hear your options

CHECK MESSAGE REMOTELY

Call main number

When auto attendant answers

Dial * plus 8(*IVR password*) – *lost it? Refer to user manual*

Then enter your password again

TO RECORD YOUR AUTO ATTENDANT RECORDING

- Obtain Dial Tone
- Dial Your IVR Number (from user manual)
- Enter your password (from user manual)

PORTAL INSTRUCTIONS

LOGGING INTO THE PORTAL

- Launch your web browser
- **Navigate to** <https://box01.vctsip.com/>
- Enter username: (your extension)
- Enter password: (VM password)
- Click submit

It is recommended to add your company's portal to your favorites in your web browser.

EMAIL NOTIFICATIONS

- Click the **Settings** link on the left sidebar
- Under **Notification Settings** check the **Enable** box next to **Email Address**
- Enter your email address and **Click→Update**
 - **Attach Voicemail to email** – Check this box if you want the voicemail to be emailed as an attachment
 - **Delete voicemail after emailed** – Check this box if you would like the voicemail to be deleted off the phone system when it is emailed
 - **Say caller ID in recording email** – Check this box if you want to include the caller's phone number in the message
 - **Say envelope (date/time) in recording** – Check this box if you want the system to include the date and time the message was left.

CONFIGURE PHONE FEATURES

- Click the **Phone Features** link on the left sidebar
- Check the **Call Waiting** box if you wish to enable call waiting
- Check the **Do Not Disturb** Box if you would like to put your phone in Do Not Disturb mode
- Call Screening- Requires external callers to say their name before speaking to you. The system will ring your phone and the external callers name will be played. You will then have the ability to reject or take the call. Rejected calls are sent to voice mail.
 - Screening with memory will automatically accept any previously accepted incoming calls from the same caller ID
 - Screening without memory will require you to accept or deny every call

CALL FORWARDING

- Click the **Phone Features** link on the left sidebar
- Choose the type of forwarding you wish to use by checking **Enable**
- Enter the number you wish to forward your calls
- **Click→Update**

Unconditional- Forwards calls all the time

Unavailable- Forwards call when you do not answer

Busy- Forwards calls when the phone is busy

CALL Monitor

- Click the **CallMonitor** link on the left sidebar
- This section will keep a history of your calls

FOLLOW Me

- Click the **Follow Me** link on the left sidebar
- Enter your extension in the Follow Me List then enter any other numbers you wish to be contacted on below your extension
- Example 1203 6145551000
- **Enable** the feature (checkbox at the top)
- Select how long you want to ring your extension before sending to the list
- Select how long you want to ring the list before going to voice mail
- **Confirmation-** Allows you to decline the call sending the call to voice mail
- **Update** when finished