



QUICK START GUIDE

LOCAL OR LONG DISTANCE DIALING

Outgoing local, long distance, or toll-free calls within the US or Canada can be dialed as:



10 Digits (952-829-5511)-or-
11 Digits (1-952-829-5511)

NOTE: Do not dial a "9" before the number.

INTERNATIONAL DIALING

Important Note: International dialing permissions must be setup for your number ahead of time. Please contact your administrator or AiTech support to verify.



Use 011 before the international number.

Example
(Test number in the UK):
011-44-1483-604781

INITIAL VOICEMAIL SETUP

If you have been setup with a voicemail box, you can access it by either pressing the "Messages" button on your phone. If you have multiple lines, first choose the line you want to check, and dial *86 (*VM).

To start, your mailbox should be setup to use the passcode of: **248-324**

The first time you access your mailbox, it will ask you to change your passcode, and record your name. For your protection, you cannot use your own extension as your passcode.

EXTENSION DIALING

Within your organization, you can dial the extension of the phone, instead of their full number. Just dial their extension and then press the pound key (or wait for the call to go through). For example: 8127#

VOICEMAIL MAIN MENU (*86)

- 1 – Listen to Messages
- 2 – Update "Busy" Greeting
- 3 – Update "No-Answer" Greeting
- 5 – Send a voicemail to another user
- * – CommPilot Menu (See Below)

COMMPILOT VOICEMAIL MENU

The "CommPilot" menu lets you change things in your voicemail that were initially setup, such as your name recording or your passcode.

- 1 – Access Voicemail menu (See Above)
- 3 – Update Name Recording
- 8 – Change Passcode
- * – Exit

TRANSFERRING A CALL

While you are on a call:

- Press the "Transfer" key.
- Press the "Blind" key.
- Dial the telephone number, or the extension, followed by #.
- The call will disappear from your screen

REMOTELY CHECKING VOICEMAIL

Dial your own phone number or extension.

When you hear your greeting, press *.

Enter your passcode, then press #.



DIRECT VOICEMAIL TRANSFER

While you are on a call:

- Press the "Transfer" key.
- Press the "Blind" key.
- Dial *55, followed by their extension.
For Example: *55 8127
- The call will disappear from your screen.

CALL PICKUP

If your organization has been configured with Call Pickup (ask your administrator or AiTech if you're unsure).

You can dial *98 to remotely pick up the most recently ringing phone in your group.

If multiple phones are ringing at once, you can dial *97, followed by the extension. For Example: *97 8127

3-WAY (CONFERENCE) CALLING

Establish the first call like you normally would.

- Press the "Conference" button.
- Dial the telephone number, or the extension, followed by #.
- Once the second call is established, press the "Conference" button again to join all 3 parties together.



CONTACTING AITECH FOR HELP

For Non-Emergency requests, you can open up a help ticket with support by sending an email to support@aitech.net.

You can also open a request from our support website:
<http://tickets.aitech.net>.

If you are having trouble with a specific call(s), please be sure to include the date and time, as well as the phone numbers (either the number you dialed, or the number that called you).

For urgent requests, please call
1-800-300-5408,
and choose the option for Voice over IP Support.

