



TVS QUICK START GUIDE:

Simplifying IT

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. For a more detailed user guide, please visit www.chargerit.com.

Voice mail

Once your phone is programmed and operational, you will need to record your greetings for your voicemail. There are three (3) greetings to record:

1. NAME— this is the name that is played when your extension is selected from the IVR or from a transfer.
2. UNAVAILABLE GREETING—this is the greeting that is used by the system to tell if your phone rang and you could not answer it. This is also the greeting used for Find Me/Follow Me.
3. BUSY GREETING—this is the greeting that is used by the systems to tell if you are on the phone or in Do Not Disturb (DND).
4. TEMPORARY GREETING—this is used for when you expect to be out of the office for an extended period of time such as vacations and this overrides the UNAVAILABLE and BUSY greetings.

To record your greetings, simply dial ***97** from your phone, enter your vmail password (**Default is 1234**) and go to mailbox options which is **0**. Follow the prompts from there. Now your phone is ready to receive voice mails. The next step is to log into the User Control Panel to add settings such as your email address, change your default password, even forward your phone to your smartphone. You can log into your vmail control panel from both externally via the web or internally via an IP address. Please see your administrator for these addresses.

User Mail Control Panel:

The User Control Panel (UCP) gives you access to your phone settings from anywhere in the world. You log in with your extension number and your vmail password. Once inside, you can forward your phone, setup your Find Me/Follow Me (if your administrator has authorized this feature) and control how your voicemails are delivered.

Phone Use:

Your new phone has many capabilities and features. We will cover some of the basics here. See full manual for more information.

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.



To Use 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 2 parties.

To Transfer a Call: Press the Transfer button, dial the number and press Transfer again to complete. If you have BLF buttons programmed, it can be as easy as pressing the person's button and hanging up. To

Access Voice Mail: To access vmail from your phone, dial *97 and enter your password. To access vmail from any phone dial *98, enter the mailbox number and password.

Call Pick Up: When a call at another station is ringing, you can answer that call by picking up the handset and dialing "*8". The call will be sent to your phone. **(Must be in the same pickup group as the phone that is ringing)**

