STANDARD OPERATING PROCEDURE (SOP)

Voice over Internet Protocol (VoIP)

Optimizing business processes through modern communication tools.

YEALINK T19 IP PHONE CALL FORWARD

1. Select **MENU** button on the phone.
2. Select **FEATURES** and enter.
3. Select **CALL FORWARD** and enter.
4. From here you may select to enable **ALWAYS FORWARD**, **BUSY FORWARD** or **NO ANSWER FORWARD** and Telephone Number user wish to forward to.
5. **ALWAYS FORWARD** – Incoming Calls are immediately forwarded. This can be used in the situation if the user is traveling, all the incoming calls can be forwarded to their mobile number.
6. **BUSY FORWARD** – Incoming Calls are immediately forwarded if the IP Phone is busy. It can be used in the situation if the user is busy, the call will be forwarded to the other user that work under the same department.
7. **NO ANSWER FORWARD** – Incoming calls are forwarded if not answered after a period of time. It is best work in situation that the user spend most of their worktime outside the office, in the case, if caller call the number and no one pick up the phone in 5 seconds, it will be forwarded to their mobile phone.

YEALINK T19 IP PHONE CALL TRANSFER

1. Select **TRAN** button on the phone during a call.
2. Enter the number you want to transfer the call to.
3. Select **TRAN** button to complete call transfer.

YEALINK T19 IP PHONE 3 PARTIES CONFERENCE

1. Place a call to the 1st party.
2. When the 1st party answers the call, press the **NEW CALL** button to place a new call and place the 1st party on hold.
3. Place a call to the 2nd Party.
4. When the 2nd party answers the call, press the **CONFERENCE** button to join all the parties in the conference.
4. During the conference call, you may press the **HOLD** button to place the conference on hold. You can press the **SPLIT** button to split the conference call into two individual calls. To drop the conference call, press the **CANCEL** button.

YEALINK T19 IP PHONE DIRECTED CALL PICKUP

1. Pick up the handset.
2. Press the **DPICKUP** button on your phone when another phone receives an incoming call.
3. Enter the extension number which receives an incoming call.
4. Press the **DPICKUP** button again, and the call is answered on your phone.
❖ For the features, pre-setup is required.

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CONFERENCE BRIDGE ADMIN

To establish a conference bridge for all parties, admin is required to join. Admin will hold a different pin code compare to normal user. Only upon admin joining the conference, all the users that is waiting will be connected to each other. Admin may host the conference bridge as per following methods:

1. Dial 03-8800 XXXX the conference bridge number that is assigned by nuavox.
2. Once connected, just follow the instruction that has been given by the phone system and key in the admin pin code (4 digit) for the conference bridge.
3. Follow the further instruction and you will be connected to the conference call as a host.
4. Only upon admin log into the conference bridge, the normal user will be allow to communicate with each other.

CONFERENCE BRIDGE USER

1. Dial 03-8800 XXXX the conference bridge number that is assigned by nuavox.
2. Once connected, just follow the instruction that has been given by the phone system and key in the 4 digit pin code provided by the administration.
3. Follow the further instruction and you will be connected to the conference call. At this point, if the admin is not connected to the conference bridge yet, you may have to wait for the admin to sign in.
4. Only upon admin log into the conference bridge, the normal user will be allow to communicate with each other.

.IFAX

1. Go to nuavox iFax portal - https://client.nuavox.com/ifax/
2. Key in username and password provided by administrator.
3. You will reach the inbox upon login and access to all the incoming fax.
4. To fax out, you may go to **SEND FAX** on the top menu, key in the number for e.g. 0376102010, choose file that you would like to fax out and click send.