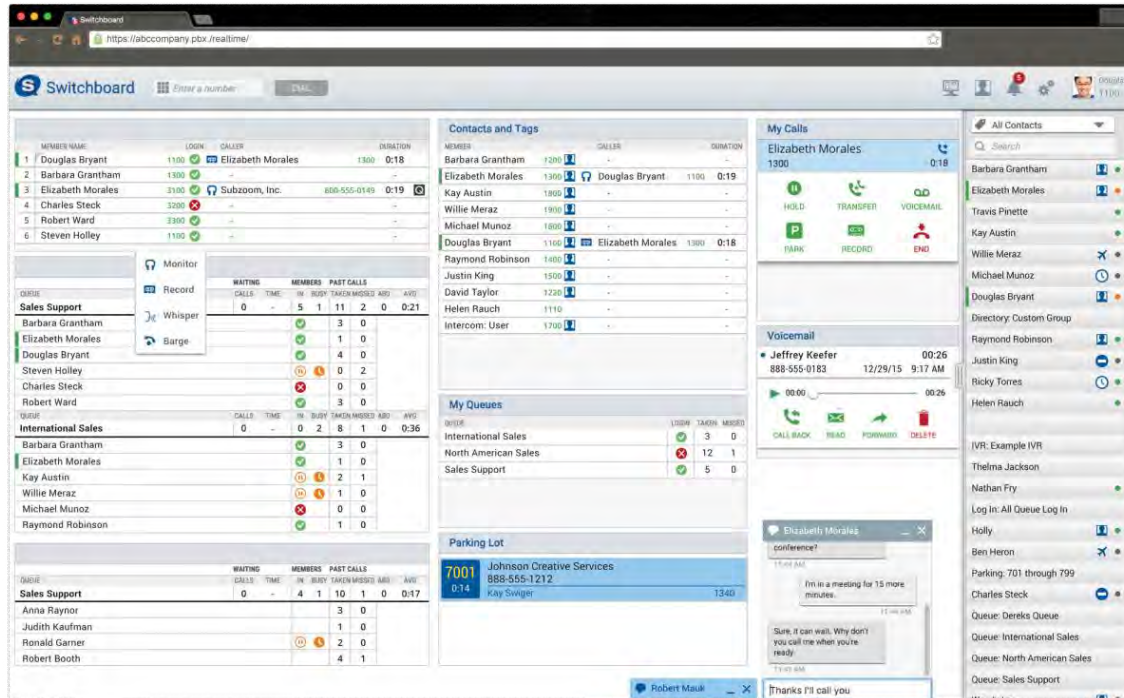


Digium Switchboard User Guide:

To Access: Enter phone system's IP address or designated URL

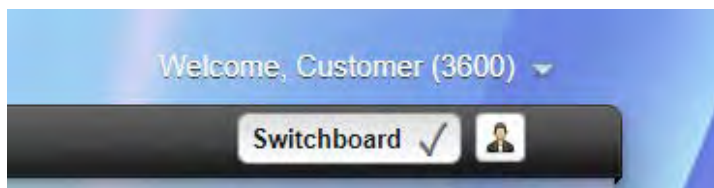
(switchvox._____.com) into internet browser (preferrably Google Chrome)


Login will be your **extension number**, password: **Password!1**



- **Uses**
 - Overview system activity: see who is on calls, duration, and statuses
 - Manage incoming calls, call transfers, etc.
 - See call logs, and voicemails
- **Accessing**
 - Log into your Switchvox user portal (or enter IP address) then in the upper right click “switchboard” icon

Note: you will stay logged into the Switchboard until you close out of the tab/ shut down your computer.



- **Set up**
 - Unitel staff will have a default layout already in place, if it does not show up initially select the Layouts  icon then select your “company name” default

My Calls Widget:

This will show your call log, voicemails, as well as incoming calls.

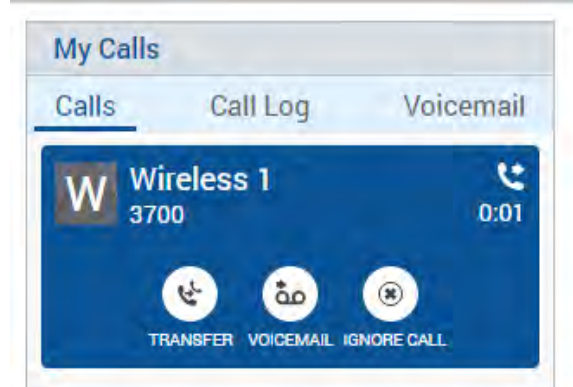
Call Activity Widget:

This will show internal extensions, their statuses, and if they are on a call. You will see a timer going next to their name as well a green tab next to it.

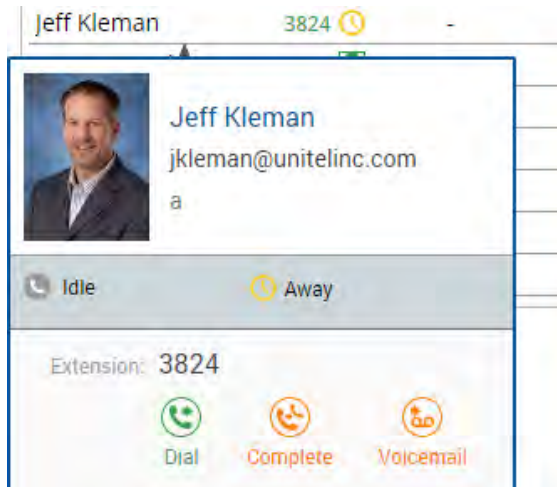
You will use these contacts for dialing, transferring, and transferring to voicemail.

When hovering the mouse over their name it will bring up your call options.

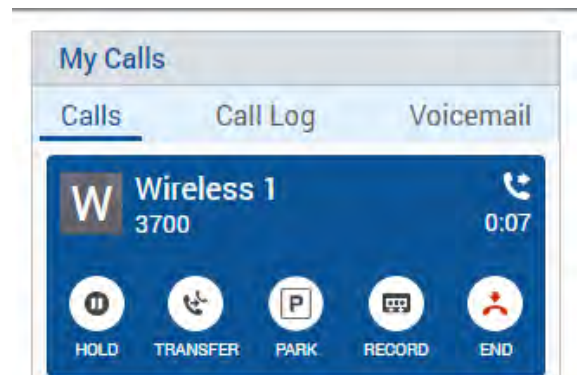
While on a call, and after clicking “Transfer” it will have options to “Dial” - announcing transfer, “Complete” -blind transfer, and “Voicemail” -transfer voicemail direct.



MEMBER		CALLER	DURATION
_Demo 1 Plover	3500	-	-
Arnie Jagodzinski	3822	-	-
Becky Rink	3603	📞	0:09
Conference Room	3610	-	-
Customer Service	3600	-	-
Dustin Heimerl	3605	-	-
Fred Stoeger	3602	-	-
Jeff Kleman	3824	🕒	-
Jeremy Resch	3607	-	-
Jim Anderson	3601	🕒	-
Jim Jelinek	3611	🚫	-



Managing Incoming Calls:



Incoming calls will show on your “My Calls” widget (which you will have to answer on your desk phone first via handset or speakerphone).

Once the call is answered your call feature options will all show up on your switchboard for you to utilize.

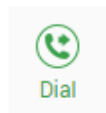
- **Putting Calls on Hold**

- Press Hold icon
- Press Resume icon



- **Transferring Calls**

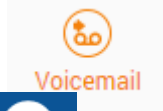
- Press Transfer icon
- Click on name of user under “Call Activity” widget then the options of Dial, Complete, and Voicemail will show up.
- **For an attended transfer** -select “Dial” icon
- Once call has been announced hit the “Complete” icon that will be in your call with that user under the “My Calls” widget.



“My

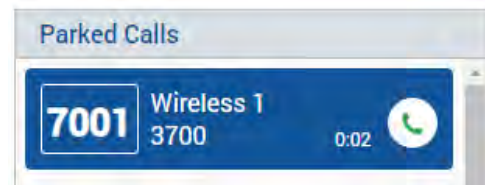
- **Transferring to Voicemail**

- Press the Transfer icon
- Click on user whose voicemail you wish to transfer the caller into.
- Click on voicemail icon



- **Parking Calls**

- Click on Park icon
- Call will then show up under your “Parked Calls” widget with the number that it can be picked up from
- You can see when the call is answered by desired party as it will disappear from parked calls widget.
- **To pick up a parked call:** click the green handset icon or dial the number (in this example, 7001)



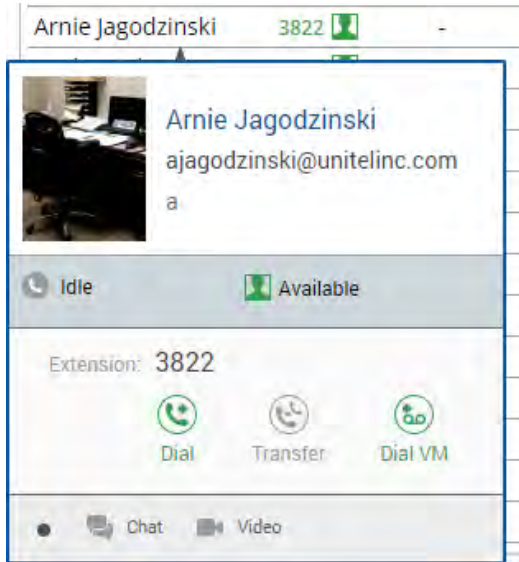
Please Note: once you answer a call via desk phone, if you initiate a hold, call park, or transfer via desk phone you must complete that function from your desk phone. You cannot switch to the switchboard mid transfer, you must pick one or the other per call.

Making Calls using Switchboard:



In the upper left there will be a space for you to type in an internal OR external you wish to dial, just remember to include the 1 if it is a long-distance number, then click dial. Your phone will automatically connect and start calling that number.

You can also select an internal user under your “Call Activity” Widget by clicking/hovering over their name as seen below:



Other Icons (from left to right):

- Tour Switchboard
- Edit Switchboard Layout, or create new
- Set status
- Notification (missed calls, incoming calls,)
- Edit notifications
- Return to Switchvox home or logout



Additional Contacts Lists:

On the right side of your Switchboard can be utilized to show certain types of contacts as seen to the right.

By selecting a certain grouping, you can have these contacts up and use them for transferring to and so on using the same procedures described above. *Note, you are not able to transfer direct to voicemail for any external numbers.*

