



## Digium D80 Telephone User Guide

### To place a call:

- Lift the handset or press keypad **Dial Pad**  symbol at the bottom of the home page. (You DO NOT need to select a line or dial 9 for external calls)
- At any time during a call to change to speakerphone press the **speakerphone**  symbol at bottom of the home page.

**When a call comes in this will appear on your screen →** giving you the options to: Answer, send directly to voicemail, to automatically transfer the caller, or to ignore.



### Hold:

- To place caller on hold, press the **Hold**  key
- To pick up the caller that is on hold press the **Resume** key 
- **Multiple Calls on Hold:** for each call that you receive and put on hold, the caller will appear on a blue bar on your screen. To return to the caller menu to resume the call, simply press on the blue bar then press resume. (similar to opening a tab on the internet)



### To Transfer a Call:

- To transfer a call, press the **transfer**  icon then select person from either: favorites (by swiping left), contacts (swiping right), or select dial pad and dial the extension or external number.
- *Note: when under contacts you can search by first, last name, or ext. by pressing →* 
- Once person is selected it will give you the option to “Dial” (to announce transfer) or “Complete Transfer” (to transfer automatically without announce)

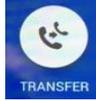


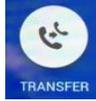
- While transferring a call if you select **Dial** to announce the transfer, after speaking with whom you are transferring to, you have to hit **Complete** afterwards to complete the transfer.

### Conference Calls:

- **To make a conference call:** While connected to original caller, press the **conference**  button and dial the person’s extension or external number (or select from contacts/favorites)
- Once they answer press the **complete**  symbol to join the person(s) in.
- **You can have a maximum of 3 parties on a conference call.**

**Transfer to Voicemail:** *This transfers caller directly into another user's voicemail without ringing their phone*

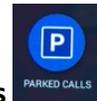
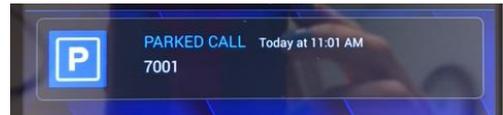


- With a caller on the line, press the transfer  icon
- swipe from the right to select **Favorites** (or press the Star on bottom right of your screen) press & hold down the person whose voicemail you wish to transfer to then select **Voicemail** followed by **Complete**.

### **Park Orbit:**



- If a call comes in for a specific person, and that person is away from their desk, the caller can be parked to an orbit number, and then picked up from any phone in the building.
- **To park a call:** Press the **Park Orbit** button (it will then display the number that call was parked to)
- **To retrieve the call from ANY phone:** simply dial the orbit number (701) **OR** swipe to the right on the main screen



(or select the three lines icon in the upper left) and select **Parked Calls** and it will show all calls parked (starting at 701 -70X) within the company.

### **Volume Controls:**

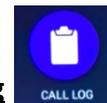
- While on a call, or speakerphone at any time you can adjust the volume by pressing the volume **(-/+)** controls in the middle of the home page.
- Also, while the phone is idle, you can press the volume controls to adjust ring volume.
- An additional way to adjust these three sound settings is to swipe right and select **“sound settings”** (this will also let you change your ring tone on your phone if you select the drop-down arrow in the upper right corner).

### **Microphone (Mute):**



- To mute out yourself during any call press the **mute**  icon on the bottom left of the home screen-this icon will then turn orange.
- To unmute, press mute again (the icon will then turn white).

### **Caller ID:**

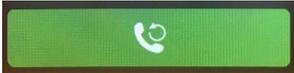


- To view Call History swipe to the right on the home screen and select **Call Log**
- This will open a list where you see **Missed, Dialed, and Received calls**.
- If you wish to call any of the numbers back just press the number.

### Do Not Disturb/Setting Status:

- To change the status of your phone, select the profile icon in the upper right-hand side of your home screen
- From there, you can change your status to a variety of options, including: Away, Away with Customer, Away-Lunch, Prefer Chat, Extended Away, Extended Away-Vacation. Do Not Disturb will be at the very bottom of the list.
- When you select Do Not Disturb the icon in the upper right will change to a white circle with a dash through it.

### Redial:

- To call back the last number you dialed, press the keypad button at the bottom of your home page and press the Green button below. 
- The number will then Auto fill and if you want to dial it **press the green button again.**

### Favorites: (Rapid Dial #'s)



- By pressing the **Favorites** icon on the bottom right side of the home page you can call the person by simply pressing their contact, or while on the phone you can transfer to them as well.
- You can also use favorites to see if the person is available (it will show their status icon). There will also be a red or green outline around their contact if they are on the phone or in Do Not Disturb.
- By holding down on a contact, you can expand it to see their status and also transfer callers directly to their voicemail.
- You can have up to 100 contacts in your Favorites
- Favorites are set through the user web interface and can include profile pictures!

### Call Recording:



- While on a call at any point that you wish to record the call, press the **RECORD** button, then when you want to stop recording, press "Stop recording" or simply hang up the call. (*NOTE: you can record calls up to 30 minutes in length*)
- **To retrieve the recording**, select the  voicemail icon from the side menu, then select the folder icon in the upper right.
- Your recording will be saved under the "INBOX.Recordings" folder, you will also (like voicemails) get the recording emailed to you.

**Note: it is legal in the state of Wisconsin to record parties as long as 1 party is aware**



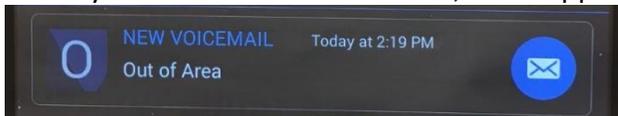
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### **Setting Up Your Mailbox for The First Time/Changing Greetings:**

- dial **400** to access voicemail and enter the default password followed by #. **Contact the IT Help Desk if you do not know the default password.**
- Press 4 to change mailbox password (must be 4 digits in length)
- Press 0 for “Mailbox Options”
- Press 1 for “unavailable” message (will play whether in DND or not) this is what you use as your default greeting
- Press 3 to record your name

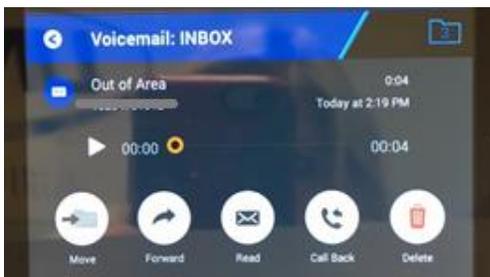
### **Accessing Voicemail Messages:**

- When you receive a new voicemail, it will appear on your home screen



- You can select it by pressing the envelope or you can swipe to the right on the home screen and select the voicemail icon.

This will open up the voicemail menu showing all saved messages and folders that you have for your personal voicemail. From there, select the greeting and a menu will pop up with additional options you can do along with listening to your new and saved messages.



**NOTE:** *If you are accessing your mailbox from another phone or from a phone that has shared mailboxes, dial 400, then **press #**, and enter your extension number.*

### **To Leave a Message Directly in Another User’s Mailbox:**

- By selecting the top left menu (three lines) icon on the home screen or swipe to the right, select from **contacts** whom you want to leave a voicemail with -then select the arrow to the right of contact to open up their contacts menu.

- Select their voicemail over it and get right



icon. While listening to greeting you can press # to skip to the beep to leave message.

### **While Listening to Messages (using numeric pad):**

- Press 2 for advanced options: 1 reply, 2 to call, 3 to hear envelope info (time and date).
- Press 3 to change folders
- Press 4 to listen to previous message
- Press 5 to repeat message
- Press 6 for next message
- Press 7 to delete
- Press 8 to forward a message: Press 1 to prepend (add comments) or press 2 to forward with no comments
- Press 9 to save message
- Press \* for help (will always repeat menu)
- Press # is to exit or hang up

### **To Change your Greeting:**

- If you wish to change your greeting -**dial 400 to access voicemail** (swiping right and selecting voicemail icon will **not** work)
- Press 0 for mailbox options
- Press 1 to record your unavailable message (default message)
- Follow prompts to listen record and save as needed.
- **If you are going on vacation, etc. use this greeting to temporarily change**

### **To Change Your Mailbox Password:**

- Access mailbox (400), then option 4 to change password

### **Unified Messaging:**

- For every voicemail left you will get an email with an attachment of that voicemail to listen to.
- You can forward off your voicemails easily this way.
- Voicemails will come with Caller ID and name of Person
- Once deleted in your emails, you still must log into voicemail on your phone to delete message permanently.

### **For Video Demos on Telephone use:**

- Go to: [www.unitelinc.com](http://www.unitelinc.com)
- Click on "Training"
- Scroll down to "Digium Training Website link"
- Select "Digium IP Phones"
- Click on "D80 Series"
- From there, you can select which feature you would like to see demo of (videos are short - 1-2 minutes each)