audian

Phone Guide

844.611.6110

611@audian.com

kb.audian.com

Personal Information

NAME

PORTAL USER NAME

PHONE EXT

PORTAL PASSWORD

VOICEMAIL PIN

ACCOUNT NAME

NOTES

Phone Support Numbers: 844-611-6110 opt 2 OR 611 from an Audian phone
Phone Support Email: 611@audian.com (Emails will create a support ticket)
Support Knowledge Database: kb.audian.com
Billing Support: 844-611-6110 opt 4

Star Codes:

Star codes are used to **enable and disable phone features**. To use the star codes, dial any of the codes below on your Audian phone.

Call-Forwarding:

- *72 – **Enable Call-Forwarding**
- *73 – **Disable Call-Forwarding**

Parking:

- *3 – **Park and Retrieve Calls** (example to park, dial *31 or *32 to park a call to either slot 1 or 2 respectively)
- **Hint:** You can also program buttons on your phone to do this using "One-Touch" functionality.

Miscellaneous:

- **+EXT – **Direct to voicemail (example: **100)**
- *0+EXT – **Intercom (example: *0100)**
- *97 – **Check Voicemail (Mailbox ID & Voicemail Pin Required)**
- *98 – **Check Voicemail (Voicemail Pin NOT Required)**

This guide instructs you on how to setup, change the greeting, delete and check voicemails.

How to Setup your Voicemail Box (Physical Phone):

This guide will walk you through the process of **changing your voicemail pin and setting up your voicemail greeting.**

1. **Press the envelope button** on your phone or call *98.
2. The automated system will **request you to change your voicemail pin.**
3. Then the system will **guide you through recording your voicemail greeting.**

How to Listen/Delete Voicemails (Physical Phone):

This guide will walk you through the process of **listening to your voicemail.**

1. **Press the envelope button** on your phone or call *98.
   a. Your phone might prompt you to **enter your voicemail pin**.
2. **Press 1 to listen to voicemails**, below are the voicemail controls.
   a. **Keep Voicemail:** Press 1
   b. **Replay:** Press 2
   c. **Forward Voicemail:** Press 3
   d. **Previous Voicemail:** Press 4
   e. **Next Voicemail:** Press 6
   f. **Delete:** Press 7

How to Change your Voicemail Greeting (Physical Phone):

This guide will walk you through the process of **changing your voicemail greeting.**

1. **Press the envelope button** on your phone or call *98.
2. **Press 5 on the phone**, below are the voicemail greeting controls.
   a. Record unavailable greeting: Press 1
       i. **Save:** Press 1
       ii. **Listen:** Press 2
       iii. **Record:** Press 3
   b. Record name: Press 2
       i. **Save:** Press 1
       ii. **Listen:** Press 2
       iii. **Record**: Press 3

This guide will show you how to troubleshoot **fundamental phone issues.**

Golden Rule: Unplugging the phone and plugging it back in will resolve a majority of phone issues.

1.   After rebooting the phone **verify the following.**
     a. Can you **make an outbound call** to your cell phone?
     b. Can you **receive incoming calls** from your cell phone?
2.   If the phone is still not working, then **unplug the phone again.**
3.   **Move the phone** to a place where another phone is working.
4.   Unplug that phone and **plug in your non-working phone.**
5.   Once the phone boots up, **test if the phone is working, then unplug it and return it to its original location**. Chances are the phone is plugged into a non-working port or that port has an issue your IT Provider must fix.
6.   If that does not work, **follow the instructions below**.

I cannot make outbound calls:

1.   Verify if this is happening to a **single user or all users.**
2.   Verify if you **can receive calls.**
     a. If you cannot receive calls, **follow the receive calls guide below.**
3.   **Document 3 call examples** of the calls failing in the format below.
     a. **Callers Number:**
     b. **Number the Call Dialed:**
     c. **Time the Call Failed:**
4.   Email this information to **611@audian.com.**
     a. **Call Audian's Support** number 844.611.6110 opt 2 afterwards.

I cannot receive inbound calls:

1. **Verify that the ringer volume is not turned** down all the way on the phone.
2. **Verify Do Not Disturb is disabled** on your phone. You can verify if this is enabled by looking up the process for your phone model in this booklet.
3. If you are still having problems **document 3 call examples of the calls failing** in the format below.
   a. **Your Number:**
   b. **Number Involved:**
   c. **Time the Call Failed:**
4. Email this information to **611@audian.com**
   a. **Call Audian's Support** number 844.611.6110 opt 2 if the issue is affecting all phones or is an emergency.

This guide shows you how to **troubleshoot and resolve call quality issues** with your phones.

Call Quality is described as **how clear your phone calls sound** and is dependent on your Local Network, Internet Provider, Carrier, and Audian.

- **Local Network:** This includes networking equipment such as the router, modem, switch, and firewall. Like all electronics, your network can become congested and cause call quality issues.
- **Internet Provider (ISP):** Is the company that provides your internet service (ex Comcast, CenturyLink). Sometimes they can have bad days that will cause call quality issues, or the internet speeds are not enough to support your Local Network's requirements (Computers, Local Servers, and Phones).
- **Carrier:** Is a backbone network between a phone service provider like Audian and the phone network. Sometimes carriers can have bad days but that rarely ever happens.
- **Audian:** Is your VoIP service provider. Similar to your internet or phone carriers handling the calls we can also have bad days but this rarely happens.

How to Troubleshoot Call Quality Issues:

Follow the instructions below to **troubleshoot call quality issues.**

1. **Verify if** all your phones are experiencing call quality issues or just a single phone?
   a. If it is just a single phone **unplug the phone and plug it back in** and check the cables.
   b. If all the phones are experiencing the issue **move on to step 2.**
2. **Verify who is hearing the audio issues**; you, the person on the other line, or both.
3. Verify if the call quality issue is for **every phone call or intermittent**?
4. **Verify with your IT staff if they have made changes** to the modem, router, or firewall.
5. **Gather 3 call examples** within the last 24 hours using the template below.
   a. **Numbers Involved:**
   b. **Time:**
   c. **What happened:**

Solutions:

Below are the most common call quality situations. When making calls to Audian's Support Team take a moment to collect **a few call examples**. Call examples are critical in resolving these kinds of issues.

1. **Single/Multi-User Intermittent Call Quality Issues:** This is the most common QOS issue and resolves itself within a day. It is either caused by the local network which can be rebooted by your IT or by your ISP having delay or speed issues.
2. **All Users Constant Call Quality Issues:** This is much rarer and can be a result of multiple issues.

   a. **Network Congestion:** Reboot the router/firewall or the firewall was not setup correctly.
   b. **ISP Issues:** Your internet provider could be having issues in your area. Typical problems include dropping your traffic(packets) or your internet speed is not able to support your network requirements. Consult with your IT Provider or Audian's Support with call examples to determine if your ISP is the cause.
   c. **Carrier/Audian:** This is the rarest situation where QOS happens and can be resolved by reaching out to Audian's Support Team with call examples.

This guide will show you how to **access and manage features in the Audian User Portal.**

How to Log into the Portal:

This guide will show you how to **login to the Audian User Portal**. Keep in mind that your login information is **case sensitive.**

1. **Navigate to** https://my.audian.com/
2. Enter your **user credentials**
   a. **Username:** (Normally your Email)
   b. **Password:**
   c. **Account Name:** (Company name)
3. Click **Login**
4. Navigate to the **User Portal App**.
   a. **Look at the top left of the page** near the Audian logo.
      i. **If you are not in the User Portal**, click the nine-mini square button ⊞ to the top right labeled as Apps.

Enable Voicemail Email Notifications (User Portal):

This feature will allow you to **enable/disable email notifications** when you receive a voicemail.

1. Log into the Audian portal and **navigate to the Audian User Portal.**
2. Click on the **Settings & Devices tab.**
3. Check **Send voicemail to Email.**
4. Enter the **Email Address** in the field below.
5. Click **Save**

Enable Call Forwarding (User Portal):

This feature will allow you to **forward incoming calls** to another device such as a cell phone.

1. Log into the Audian portal and **navigate to the Audian User Portal.**
2. Click the **gear icon** ⚙ **on the top right of the screen.**
3. Click on the **Settings & Devices tab.**
4. Click the **On/Off** button so that it is On.
5. **Enter the number you would like to forward to** in the Forward all calls to section and then check the options that apply to the situation.
   a. **Leave voicemails on forwarded numbers**: If unchecked it will leave voicemails on the user's Audian voicemail box.
   b. **Forward direct calls only:** Enable this if you want calls to forward ONLY when a person calls the user's direct phone number.
   c. **Keep Original Caller-ID:** If enabled will retain the caller ID of the person calling the user.
6. Click **Save Changes**.

Managing Voicemails (Audian User Portal):

This app will allow you to **access all the voicemail boxes in the User Portal.** These features include checking the status of your voicemail, playing a voicemail from the web browser, download voicemails to your computer, and deleting more than one voicemail at a time.

How to Listen to Voicemails (User Portal):

1. Login to **the Audian Portal**.
2. Click **the mini 9 square button** ⊞ at the top right of the screen.
3. Click **Audian User Portal**.
4. Click **Voicemails** on the left.
5. Find the Voicemail you would like and **click the play icon** ▶ and the voicemail should start playing.

How to Download a Voicemails (User Portal):

1. Login to **the Audian Portal**.
2. Click **the mini 9 square button** at the top right of the screen.
3. Click **Audian User Portal**.
4. Click **Voicemails** on the left.
5. Find the Voicemail you would like to and **click the download icon** and the voicemail should download onto your computer.

How to Delete Voicemails (User Portal):

1. Login to **the Audian Portal**.
2. Click **the mini 9 square button** at the top right of the screen.
3. Click **Audian User Portal**.
4. Click **Voicemails** on the left.
5. Select the **voicemails** you would like to delete.
6. Click the **Delete Selected** button to remove them.

View Call History (Audian User Portal):

This feature will allow you to **view calls made to and from your phone.**

1. Log into the Audian portal and **navigate to the User Portal.**
2. Click Call History **to view the calls.**
   a. Use the filter option **to narrow down the call logs** you are looking for.

View Faxes (Audian User Portal):

This feature will allow you to **view and manage your faxes.**

1. Login to **the Audian Portal**.
2. Click **the mini 9 square button** at the top right of the screen.
3. Click **Audian User Portal**.
4. Click **Faxes and locate the fax** you would like to view.
5. Click **the download button** to download and view the fax.

Send Faxes from The Portal (Audian User Portal):

This feature will allow you to **send a Quick Fax while logged into the Audian User Portal**.

1. Login to **the Audian Portal**.
2. Click **the mini 9 square button** ⊞ at the top right of the screen.
3. Click **Audian User Portal**.
4. Enter in the **fax number in the Send to Number** located in the Quick Fax section under the Dashboard tab.
5. Click **Upload PDF and select the document** you would like to fax.
6. Click **Send Fax**.

This section will teach you how to use your Polycom phone.

How to Make a Call:

This guide will show you how **to place a call using the handset, speakerphone, or headset.**

To place a call using the handset:

1. Pick up the **handset**.
2. **Enter the desired number** using the keypad. (No need to press 9 or 1)
3. The phone should **auto dial or press the Send soft key, or green phone button** on the screen depending on the phone model.

To place a call using the hands-free speakerphone mode:

1. With the handset on-hook, **press the speakerphone button.** (◀))
2. Enter the **number or extension.**
3. The phone should **auto dial, or you may press the send soft key, or green phone button** on the screen depending on the phone model.

To place a call using your headset:

1. With the optional headset connected, **press** (◔) **to activate the headset mode.**
2. Enter the **number or extension.**
3. The phone should **auto dial or press the Send soft key, or green phone button** on the screen depending on the phone model.

How to Answer a Call:

To answer the call, **do one of the following:**
This guide will show you how **to answer an incoming call.**

1. To use the handset, **pick up the handset.**
2. To use the speakerphone, **press** (◀)) .
3. To use your headset, **press** (◔) .

How to Put a Call on Hold:

This guide will show you how **to place a call on hold.**

To place a call on hold:

Press 📞 or tap the **Hold soft key during a call.**

- The screen indicates that the call is on hold.

To resume a held call:

Press 📞 or **tap the Resume soft key.**

How to Transfer a Call:

This guide will show you **how to transfer calls**. There are two types of call transfers which are Live and Blind.

- **Live Transfers:** allow you to talk to the extension you dialed before you press the Transfer button.
- **Blind Transfers:** allow you to transfer the call to the extension quickly if you do not need to talk to them before transferring.

Live Transfers:

1. **Answer** the incoming call.
2. Press 📞 or **the Transfer soft key button** on the screen.
3. **Enter the extension** you want to transfer to.
4. Wait for the phone to be answered by the other user so that you can talk to them.
5. Once you are ready to transfer the call press 📞 or **the Transfer soft key button.**
6. Hang up the phone.

Blind Transfer:

1. **Answer** the incoming call.
2. Press 📞 or **the Transfer soft key button** on the screen.
3. Press the **Blind button.**
4. **Enter the extension** you want to transfer to.
5. **Press Send** and the call will transfer before disconnecting your line.

How to Place 3-Way Conference Calls:

This guide will teach you **how to add another call** to an established call.

1. While already on a call **press More unless you see Conference or Confrnc.**
2. **Dial the phone number** or extension.
3. Press **Send**
4. Once the other caller has picked up the **phone press More.**
5. **Press Conference** and both calls will combine into one call.
   a. **Press Split** to separate the 2 calls and then use the up and down arrow to highlight the caller you want to talk to followed by the Resume soft-key on the left.

How to Transfer Calls to Voicemail:

This guide will show you **how to transfer calls directly to voicemail** using the Softkey method or star method.

Softkey Voicemail Method:

1. **Answer** the incoming call.
2. Press **More**
3. Press **Xfer2VM**
4. Dial the p**hone number or extension.**
5. Press **Enter**

Star Code Method:

1. **Answer** the incoming call.
2. Press ⟲ or the Transfer soft key button.
3. Press the **Blind button.**
4. **Enter ** + the extension** you want to transfer to.
5. **Press Send**, the phone will not ring, and the call will transfer to voicemail before disconnecting your line.

How to Check Voicemail:

This guide will teach you **how to setup your voicemail greeting.**

1. **Press the voicemail button** ⊠ that looks like an envelope.
2. The phone will ask for you to **enter your password** and press #.
   a. **Audian Default Password:** 1234
3. **To listen to new voicemail**: Press 1
   a. **Keep Voicemail:** Press 1
   b. **Replay:** Press 2
   c. **Previous Voicemail:** Press 4
   d. **Next Voicemail:** Press 6
   e. **Delete:** Press 7

How to Park a Call:

This guide will show you **how to park a call and retrieve a call.** Parking allows you to place a call on hold on a separate extension so that others can pick up the parked call. If your phone is programmed with any parks on the screen, you will see the lights change.

Primary Parking Method:

1. **Answer** the call.
2. Press the **line labeled Park 1 or Park 2 listed on the screen** of your phone. The call will automatically be placed in the park and the button should light up.

Star Code Parking Method:

1. While on a call press ⟨⟨ or **the Transfer soft key button.**
2. Attempt a blind transfer and dial ***31 or *32 to place the call on park** 1 or park 2 and hit Send.

Retrieve Parked Call:

1. Press the line labeled **Park 1 or Park 2 listed on the screen** of your phone if it is flashing.
   OR
2. Dial ***31 or *32** to pick up the call.

How to Enable/Disable Do Not Disturb:

This guide will show you how to **use the Do Not Disturb feature on the phone.** Do Not Disturb allows you to send all incoming calls to voicemail on your personal phone.

1. Press the DND soft-key located on **the middle right of the screen.**
   a. Notice that a **phone icon will appear on the top right of the screen.**
2. Press the **DND soft-key again to disable it.**
   a. The phone icon will disappear.
   - You can toggle the button tell you to see the phone icon and then press it one more time to disable it.

How to Intercom:

This guide will show you **how to use the intercom feature.** Intercom allows you to broadcast your voice over to a single phone without requiring the phone to pick up the call.

1. Tap the **intercom button on your phones display.**
2. **Type in the extension** you want to intercom.
3. Press **Enter**
   a. The phone will ring once; and the phone will auto answer on the other phone.

How to Page:

This guide will show you **how to use the page feature.** Page allows you to broadcast your voice over to multiple phones without requiring the phones to pick up the call.

1. Press **MORE**, then **Page.**
2. **Select the page group** you want to page, then hit **ENTER**
3. Your voice will be broadcast out **all phones on the same multicast network.**

How to View Call Logs:

This guide will show you **how to look at received calls, placed calls, and missed calls from your phone.**

1. **Press the left arrow** to see Received Calls
2. **Press the right arrow** to see Placed Calls
3. **Press the down arrow** to see missed calls

This section will teach you how to use your Yealink phone.

How to Make a Call:

This guide will show you **how to place a call using the handset, speakerphone, or headset.**

To place a call using the handset:

1. Pick up the **handset**.
2. **Enter the desired number** using the keypad.
3. Press the **OK button**, the **# button**, or the **Send soft key** if the phone does not auto dial.

To place a call using the hands-free speakerphone mode:

1. With the handset on-hook, **press the speakerphone button.** ◀))
2. Enter the **number or extension.**
3. Press the **OK button**, the **# button**, or the **Send soft key** if the phone does not auto dial.

To place a call using your headset:

1. With the optional headset connected, **press** 🎧 **to activate the headset mode.**
2. Press the **line key** to obtain a dial tone. **Enter the desired number** using the keypad.
3. Press the **OK button**, the **# button**, or the **Send soft key** if the phone does not auto dial.

How to Answer a Call:

This guide will show you **how to answer a call using the handset, speakerphone, or headset.**

To answer a call using the handset:

1. Pick up the **handset.**

To answer a call using the hands-free speakerphone mode:

1. Press ◀))

To answer a call using the headset:

1. Press 🎧
2. Press the **Answer soft key** or the button on the headset.

How to Put a Call on Hold:

This guide will show you how **to place a call on hold.**

To place a call on hold:

Press $\boxed{\&}$ or tap the **Hold soft key during a call.**

- The touch screen indicates that the call is on hold.

To resume a held call:

Press $\boxed{\&}$ or **tap the Resume soft key.**

How to Transfer a Call:

This guide will show you **how to transfer calls** to another user in one of the two ways:

- **Blind Transfer:** Transfer a call directly to another party without consulting.
- **Live Transfer:** Transfer a call with prior consulting.

How to Blind transfer:

1. Press $\boxed{C^{+}C}$ or the **Transfer softkey** during a call.
2. **Enter the number** you want to transfer the call to.
3. Press $\boxed{C^{+}C}$ to **complete the transfer.**

How to Live Transfer:

1. Press $\boxed{C^{+}C}$ or the **Transfer softkey** during a call.
2. **Enter the number** you want to transfer the call to.
3. Press $\boxed{OK}$ or $\boxed{\#}$ **to dial out or wait.**
4. After the party answers the call, press $\boxed{C^{+}C}$ or the **Transfer softkey to complete the transfer.**
   - If you are using a handset, the transfer can be completed by hanging up the handset. You can cancel the transfer before the call is connected by pressing the **Cancel** soft key.

How to Place 3-Way Conference Calls:

This guide will show you **how to do a 3-way conference call.** This is the default method of a conference called Local Conference.

How to Place a Call on Hold for Conferencing:
1. **Place a call** to the first party.
2. When the first party answers the call, press the **Conference soft key to place a new call.**
    - The active call is placed on hold.
3. **Enter the number** of the second party and press (OK) or # or the **Send** soft key.
4. When the second party answers the call, **press the Conference soft key again to join all parties in the conference.**

How to Join 2 Calls:
1. **Place two calls** using two different accounts on the phone (for example, place the first call using account 1, and then place the second call using account 2).
2. Press (▲) or (▼) to **select the call for a conference** and make sure the call is active (for example, select the call on account 1).
3. **Press the Conference soft key** to join the two calls in the conference on the selected account.

How to Transfer Calls to Voicemail:

This guide will show you **how to transfer calls directly to voicemail**.

1. **Answer** the incoming call.
2. Press CC or the **Transfer softkey during a call.**
3. Enter ** and then the **extension you want to transfer the call to.**
4. Press CC or the **complete the transfer.**

How to Park a Call:

This guide will show you **how to park a call and retrieve a call.** Parking allows you to place a call on hold on a separate extension so that others can pick up the parked call. If your phone is programmed with any parks on the screen, you will see the lights change.

BLF Parking:
1. **Answer** the call.
2. **Press the line labeled Park 1 or Park 2** listed on the screen of your phone. The call will automatically be placed in the park.

Standard Parking:
1. While on a call **press** 🄲🄲 **or the Transfer softkey** during a call.
2. **Dial *31 or *32** to place the call on park 1 or park 2 and hit **press** 🄲🄲 **or the Transfer softkey**.

Retrieve Parked Call:
1. **Dial *31 or *32** to pick up the call.
    OR
2. Press the line labeled **Park 1 or Park 2 listed on the screen of your phone.**

How to Check Voicemail:

This guide will teach you **how to check your voicemail.**

1. **Press the Message** button that looks like an envelope.
2. The phone will ask for you to **enter your password and press #.**
    a. **Audian Default Password:** 1234
3. **To listen to new voicemail:** Press 1
    a. **Keep Voicemail:** Press 1
    b. **Replay:** Press 2
    c. **Previous Voicemail:** Press 4
    d. **Next Voicemail:** Press 6
    e. **Delete:** Press 7

How to Enable/Disable DND:

This guide will show you **how to use the Do Not Disturb** feature on the phone. Do Not Disturb allows you to send all incoming calls to voicemail on your phone.

1.   Press the **DND soft key button**.
           a. You will notice a red circle with a white line in it at the top right
           of your phone's screen.
2.   **Press the DND** button again to disable it.

How to Intercom:

This guide will show you **how to use the intercom feature**. Intercom allows you to broadcast your voice over to a single phone without requiring the phone to pick up the call.

1.   **Dial *0 and the extension** you want to reach.
2.   **The phone will then ring once**, then your voice will be broadcast from it.

How to Page:

This guide will show you **how to use the page feature**. Page allows you to broadcast your voice over to multiple phones without requiring the phones to pick up the call.

1.   Press the **Menu button** on your phone.
2.   Go to **Features**
3.   Select **Paging List**
4.   **Tap the page group** you want to page and hit PAGE.

How to View Call Logs:

This guide will show you **how to view call logs on your phone.**

1.   Select **MENU**
2.   Select **HISTORY**