
QUESTAR III

VOIP Phone System Guide



Internal Calling

- ★ All the phones at SEC, GW, REC, 1070, CGEC & CO now have 4-digit extensions which can be dialed directly.
 - **Example:** Dial 6835 for the IT Helpdesk.

External Calling

- ★ When making external calls, you must dial **8-1** before the area code.
 - **Example:** Dial 8 1(XXX) XXX-XXXX

Faxing Internal and External Numbers

- ★ When faxing to a fax number from a Q3 fax machine, you will need to dial **8-1** before the area code.
 - **Example:** Dial 8 1(518) XXX-XXXX

Outbound Caller ID

- ★ When calling an outside number from a Q3 site, the caller ID will show as that site's main number.
 - **Example:** If extension 7060 (GW) calls (518) 477-8771, the caller ID will show up as GW's main number.
Note: If you believe your caller ID is showing incorrectly, please submit a helpdesk ticket.


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VoiceMail to Email

- ★ All phones that have an employee's name on the display should now have the voicemail to email feature.
- ★ When you receive a voicemail on your phone, you should receive an email with a "**VoiceMessage.wav**" attachment.
 - This is an audio file that, if opened, will play the voicemail on your device (computer, phone, tablet).

***Note:** If you delete the email, it will also delete the message on your phone and vice versa.*

Accessing Voicemail

1. Press the **VOICEMAIL** button. 
2. Enter your PIN.

Accessing Voicemail Externally

1. Dial **(518) 477-8771**.
2. Press * when the prompt starts.
3. Press * again.
4. Enter in your 4-digit extension.
5. Enter your PIN.

View Call History

- ★ Press up on the directional ring located below the center of phone screen.

***Note:** This will automatically show all calls.*

***Note:** If you have a phone with a color display, after you press up on the circle, you will have to press the button under "All calls."*



Search Corporate Directory



1. Press the phonebook button on the phone.
2. Press **2** on the phone to choose **“Corporate Directory.”**
3. In the **“First Name”** and **“Last Name”** fields, you can enter in a person’s full first name, or just a few letters of the first name using the keypad and pressing the **“Search”** button.
 - **Example:** To type in “John”, for J press 5 once, for O press 6 three times, for H press 4 twice, and for N press 6 twice.
4. After you locate the contact, you can choose from the options listed:
 - **Dial:** This will dial the contact.
 - **EditDial:** This will allow you to edit the number before you call it. **Note:** *This will not edit the contact and will not save to the Corporate Directory.*
 - **Exit:** This will bring you to the previous search window.
 - **•• :** This will provide more options when chosen.


Voice Enabled Directory

- ★ When calling extension **5555** from a Q3 phone, you will get the Voice Enabled Directory.
- ★ The directory will ask you “Who would you like to reach?” State the name of the person you are looking for.


Changing the Directory

- ★ Only IT can edit the Corporate Directory. If you believe a contact should be added or removed, please discuss this with Denise Geyer.

Transferring Calls

- ★ Ensure that the phone call is not on hold and press the **TRANSFER** button.  Enter the extension or number you wish to transfer to and then press **TRANSFER** again. However, if you would like to provide a warm transfer you can stay on the line until the other person picks up before hitting **TRANSFER** again.
- ★ To transfer calls directly to voicemail press **TRANSFER *XXXX**

Conference

- ★ Start the conference by dialing the first number. 
- ★ Once the call connects, press the **CONFERENCE** button.
- ★ Dial the second number and press the **CONFERENCE** button.

Note: Follow these steps to add up to 3 people to your conference.

Note: When you initiate a conference, you must connect the calls. Nobody else can add people to your conference.

Meet Me


Note: Please contact Denise Geyer to schedule use of a meet me extension.

1. Press the button next to “Meet me” on the phone.
Note: This button will be to the left or right of the display and is only active on select phones.
2. Enter in the 4-digit Meet-Me number.
 - **Example:** 4444 for internal or (518) 479-4444 for external use.
Note: The Meet-Me conference will allow up to 12 participants.
Note: If the initiator hangs up, the conference will also end.


Placing Calls on Hold

- ★ Press the **HOLD** button  to place call on hold.
- ★ Press again to resume call.


Changing the Recorded Name

1. Press the **VOICEMAIL** button  on the phone.
2. Press *
3. Type in your 4-digit extension followed by the # key.
4. Type in your pin followed by the # key.
5. (Optional) Press * to skip directly to the voicemail menu.
6. Choose option 4 (setup options).
7. Choose option 3 (preferences).
8. Choose option 2 (recorded name).
9. State your name at the tone and press # when you are finished.
10. Press * to save.

Changing the Voicemail PIN

1. Press the **VOICEMAIL** button  on the phone.
2. Press *
3. Type in your 4-digit extension followed by the # key.
4. Type in your 4-digit pin followed by the # key.
5. (Optional) Press * to skip directly to the voicemail menu.
6. Choose option 4 (setup options).
7. Choose option 3 (preferences).
8. Choose option 1 (change pin).
9. Type in your new pin followed by the # key.

Changing the Voicemail Greeting

1. Press the **VOICEMAIL** button  on the phone.
2. Press *
3. Type in your 4-digit extension followed by the # key.
4. Type in your pin followed by the # key.
5. (Optional) Press * to skip directly to the voicemail menu.
6. Choose option 4 (setup options).
7. Choose option 1 (change greeting).
8. Choose option 1 (change standard greeting).
9. Record the greeting and press the # key.
10. Press *
11. Choose option 3 (edit other greetings).
12. Choose option 2 (closed greeting).
13. Choose option 1 (to re-record greeting).
14. Record the greeting and press the # key.
15. Press *
16. Choose option 3 (edit other greetings).
17. Choose option 3 (alternate greeting).
18. Choose option 1 (to re-record greeting).
19. Record the greeting and press the # key.

Questions?

We hope that this guide will address most of your phone-related needs and questions.

If you have any more questions, needs, issues, or feature requests please submit a helpdesk ticket or contact the Helpdesk at helpdesk@questar.org, extension **6835**, or dial (518) 479-6835.
