



WorldSmart Advanced IP Phone Features

Table of Contents

Quick Reference	3
Voicemail 9999.....	3
Inbound Call Transfer.....	3
Blind Transfer	4
Transfer to Voice Mail.....	4
Call Parking.....	4
ACD Login	5
Automated Phone Provisioning	5
Greeting /IVR Manager	5
Uploading Greeting Files Using the Phone	5
Recording an IVR Greeting.....	6
Editing a Previously Recorded or Uploaded IVR Greeting	6
Listening to a Previously or Uploaded IVR Greeting.....	6
Changing your IVR PIN	6
Company Directory	6
Special 3-Digit Numbers.....	7
Additional Features.....	7
Polycom Features.....	8
Blind transfer	8
Supervised transfer.....	8
3-way conference.....	8



DND (Do Not Disturb)	8
Call Divert.....	9
To turn call divert off:	9
SNOM Features	9
Blind transfer	9
Attended transfer	9
3-way conference.....	10
DND (Do Not Disturb)	10
Call Divert.....	10
To turn call divert off:	10



Quick Reference

Function	Code
Voicemail	9999
Call Transfer Inbound Blind	# + Phone number
Call Transfer Inbound to Voicemail	#*55 + <extension>
Park Call	# + 9996
ACD Agent and Supervisor Login	9997
Automated Phone Provisioning	9995
Greeting/IVR Manager	9998
Special 3-Digit Numbers	111- WorldSmart Support 311- Internal Directory Service 611- WorldSmart Support 911 Emergency Service

Voicemail 9999

Voicemail

9999

IP Phones will have a blinking light that indicates messages are waiting. Users can access the WorldSmart voicemail by dialing 9999 directly from a registered WorldSmart phone or by dialing the main PBX number first and then dialing 9999. For more details regarding WorldSmart voicemail, please refer to the WorldSmart User Help document on the User and Administrator Dashboards.

Your phone may also have dedicated Check Voicemail buttons, for example Polycom uses the Messages button while Snom uses the Retrieve button.

Inbound Call Transfer

**Inbound Call
Transfer**

Inbound calls are calls from phone numbers not on the WorldSmart system. A WorldSmart user can transfer this call to any other extension or to another PSTN phone. WorldSmart supports two types of call transfer:

Inbound Call

Blind Transfer

+ Phone Number



Blind Transfer

1. The caller will be transferred to another extension blindly by dialing # <extension>
2. Wait for the phone display to clear

This works if the call:

- Comes through the PBX, such as calls to the auto attendant.
- Comes from an outside number to an extension and can be transferred to another extension.

The other way of transferring a call is by pressing the Transfer button and typing the extension or SIP URI or a PSTN number.

Note: a direct inbound call (to a dedicated phone number, for example, and not through the auto-attendant) cannot be transferred to an outside number.

Transfer to Voice Mail

Inbound received calls can be transferred to personal voicemail or voicemail of other users.

1. User accepts the call
2. User dials #*followed by the extension
3. Call is transferred to the specified extension.

Note: This feature does not work for extension to extension calls.

Call Parking



Call parking works when the call comes through the auto-attendant. The answering party can park the call by:

1. Dial # + 9996
2. WorldSmart announces the imaginary extension where the call is parked, for example "10".
3. Hang up the call. The caller will hear the hold music.
4. Any WorldSmart user can connect to this call by dialing the announced imaginary extension, for example "10".
5. If no one picks up the call within 60 seconds, the user who parked the call will receive it again.
6. The imaginary extensions are through 10 to 80.

Note: A direct inbound call (to a dedicated phone number, for example, and not through the auto-attendant) cannot be parked.



ACD Login

**ACD Agent
Login / Logout**

9997

1. To log into ACD, dial 9997.
2. When prompted, enter your Agent Number followed by the '#' key. Your Agent Number is the same as your WorldSmart extension.
3. When prompted, enter your ACD Password followed by the '#' key. Your ACD Password is the same as your voicemail PIN.
4. When your valid code and password are used, you will hear the "Agent logged in" message.
5. Press 2 to log out.

Automated Phone Provisioning

**Automated
Phone
Provisioning**

9995

New IP Phone configurations are completed by dialing this extension. This requires you to enter your Main Account Code ID and Main Account Code PIN (found on the Administrator Dashboard > Device Status)

Greeting /IVR Manager

**Greeting / IVR
Manager**

9998

Uploading Greeting Files Using the Phone

This extension is used to record the company's welcome messages from your phone.

To record a greeting by phone:

1. Dial 9998. The auto-response prompts you for your IVR PIN (personal identification number, available in the Administrator Dashboard under "PBX Preferences" > "More Options"). Dial the PIN.
2. Press 1 on the next prompt to record a new greeting file. Enter a number for the new greeting and begin recording. Press # once you are done.



3. Press 3 to listen to an existing greeting. Enter the number of the greeting file and press # once you are done listening to the greeting concerned.
4. Press 4 to change your password.
5. Press 0 to go back to the main menu.
6. Press # to end the call.

Recording an IVR Greeting

1. If you dialed 1, you can record a voice message directly over the phone. The following voice prompt can be heard: "Please dial the greeting number followed by the # key, or press 0 followed by the # key to go back to the main menu".
2. Enter a number for the new IVR message and press #. The following voice prompt can be heard next: "Record your greeting after the tone. When done, press the # key".
3. After the tone, record your message and press the # key. For a correctly recorded IVR message, the following voice prompt can be heard: "Thank you, your new greeting has been saved".

Editing a Previously Recorded or Uploaded IVR Greeting

To edit a previously recorded IVR greeting, press 2 on your phone pad. The voice prompt asks you to enter the number of the IVR greeting you wish to hear. Enter the number corresponding to the greeting you wish to hear. For a matching entry, the following prompt is heard:

1. To listen to the greeting press 1.
2. To edit the greeting press 2.

Press '2' to record your greeting after the tone. When done, press the # key.

Listening to a Previously or Uploaded IVR Greeting

1. To listen to a previously recorded IVR greeting, press 3 on your phone pad. The voice prompt asks you to enter the number of the IVR greeting you wish to hear.
2. Enter the number corresponding to the greeting you wish to hear. For a matching entry, the corresponding IVR greeting is played.

Changing your IVR PIN

1. To change your IVR PIN, press 4 on your phone pad after the initial welcome message. The following voice prompt can be heard: "Please enter a PIN that is 6 digits or less followed by the # key".
2. Enter the new PIN you wish to use. The voice prompt asks you to re-enter the new PIN. For a valid entry, the following message is heard: "The PIN has been successfully changed".

Company Directory

WorldSmart provides a directory service to its callers. If the caller does not know an employee's extension, the caller can access the company directory and enter the first two letters of the employee's first name. WorldSmart will spell out the name of the person. Press '1' to dial this employee. If this name is not appropriate, the caller can continue searching by pressing '*'.

The directory service can be accessed in 2 ways:

1. Callers who dial into the company's auto-attendant may dial the pound key (#) to get the directory service.
2. WorldSmart users can dial 311 directly to access their company's directory service.

Special 3-Digit Numbers

Special 3-Digit Numbers

3 Digit numbers like n11 are assigned for special purposes.

- 111 – WorldSmart Support
- 211 – Community Service Referral
- 311 – Internal Directory Service
- 411 – Outside Directory Service
- 511 – Traffic Information
- 611 – WorldSmart Support
- 711 – Hearing impaired
- 811 – Call before you dig
- 911 – Emergency Service

Not all the services listed above are currently available. All the extensions listed above are reserved and are not available for personal extensions.

Additional Features

Additional Phone Features

Additional phone features, such as:

- Supervised Transfer
- Transfer of Outbound Calls
- Three-way Calling
- DND (do not disturb)
- Call Forwarding

are specific to each phone. Polycom and Snom phones are covered below. Please consult your phone's user guide for more information.

Polycom Features

Polycom Features

Blind transfer

- During a call, press the **Transfer** key or the **Transfer** soft key
- Press the **Blind** soft key
- Enter the number to which you want to transfer the call. You may use the arrow keys to access the speed dial numbers. Use the **Dial** soft key to complete the call

Supervised transfer

- During a call, press the **Transfer** key or **Transfer** soft key. The active call is placed on hold
- Dial the number to which you want to transfer the call. You may use the arrow keys to access speed dial numbers. Use the **Dial** soft key to complete the call
- Press the **Transfer** key or the **Transfer** soft key after consulting with the new party. You will be disconnected
- A transfer may be cancelled at any time by pressing the **Cancel** soft key. Press **Resume** to return to the active call

3-way conference

To establish a three-way conference:

- Dial the number of the first party
- After call connects, make sure you do not disconnect it. You may need to tell the other person to wait, while you are setting up the conference
- Press the **Conference** button or the **Conference** soft key and enter the number of the next party. Press **Send**
- Press **Conference** again
- All parties are connected to the conference call

DND (Do Not Disturb)

- Press **Do Not Disturb** to prevent the phone from ringing on incoming calls. A flashing icon and text on the display indicates that Do Not Disturb is on.
- Calls received while Do Not Disturb is enabled are logged in the Missed Call list.
- To turn off Do Not Disturb, press **Do Not Disturb** again.
- (Optional) If multiple lines are in use, Do Not Disturb can be set on a line-by-line basis. Contact your system administrator for further details. When Do Not Disturb is enabled for a particular line, this is indicated by a flashing "X" beside the line indicator on the display.



Call Divert

To divert all calls coming to your Polycom to another destination:

- Press the **Forward** soft key from the idle display.
- (Optional) If multiple lines are in use, select which line to forward.
- Enter the number or URL to which you wish to divert all future incoming calls.
- Press the **Enable** soft key to confirm Call Forwarding.

Idle display returns with a moving arrow on the line label to confirm Call Forwarding enabled.

To turn call divert off:

- Press the Forward soft key from the phone's idle display.
- (Optional) If multiple lines are in use, select the line on which call divert is to be disabled.
- Press the Disable soft key.

Idle display returns and the line indicator now displays the regular icon.

SNOM Features

Snom Features

Blind transfer

- When you get a call, pick up the receiver
- Press the Hold button
- Press the Transfer button
- Enter the number to which you want to transfer the call. Press the Enter key to complete the transfer

Attended transfer

- When you get a call, press the Enter key to accept the call.
- Press the Hold button. The active call is placed on hold.
- Dial the number to which you want to transfer the call.
- Press the Transfer button twice after consulting the new party. You will be disconnected.

OR



- If the call is not answered, cancel the call by pressing the cancel soft key.
- Press the Enter key to retrieve the call on hold.

3-way conference

To establish a three-way conference:

- Dial the number of the first party
- After call connects, make sure you do not disconnect it. You may need to tell the other person to wait, while you are setting up the conference
- Press the **Conference** button or the **Conference** soft key and enter the number of the next party. Press **Send**
- Press **Conference** again
- All parties are connected to the conference call

DND (Do Not Disturb)

- Press **Do Not Disturb** to prevent the phone from ringing on incoming calls. A flashing icon and text on the display indicates that Do Not Disturb is on
- Calls received while Do Not Disturb is enabled are redirected to the mailbox
- To turn off Do Not Disturb, press **Do Not Disturb** again

Call Divert

To divert all calls coming to your Snom to another destination:

- Press the **Forward** soft key from the idle display
- (Optional) If multiple lines are in use, select which line to forward
- Enter the number or URL to which you wish to divert all future incoming calls
- Press the **Enable** soft key to confirm Call Forwarding

Idle display returns with a moving arrow on the line label to confirm Call Forwarding enabled.

To turn call divert off:

- Press the **Forward** soft key from the phone's idle display
- (Optional) If multiple lines are in use, select the line on which call divert is to be disabled.
- Press the **Disable** soft key

Idle display returns and the line indicator will now display the regular icon.