sipVine

sipSoft

Questions? Just call 7-HELP or dial 816-802-8000

Voicemail

Accessing Voicemail:

Dial 7999 from your sipSoft keypad or click on the Voicemail icon [🎧] to access the voicemail system. **Enter your password when prompted**. (The default is 12345).

Listening to Voicemails:

If your sipVine account is set up to receive voicemails to the phone (and not email only), the voicemails will appear under the voicemail icon [🎧].

You will hear the following: "You have __ new messages" or "You have ___ old messages"

Following the voice prompts for further instructions:
- Press 1 for new (or old) messages and messages will begin playing after the introduction of the time stamp, caller ID, and length. To skip the computer introduction, press one and the message will begin playing.
- Press 2 to change folders - if you want to change between new messages and old saved messages.
- Press 3 for advanced options – rarely used. Follow prompts.

One you have listened to your voicemail, follow prompts for additional action, such as **press 7 to delete.**

Setting up Your Voicemail Box:

Once you are logged in to voicemail, "Press 0 for mailbox options" - **You will want to record option 1 (unavailable message) and option 3 (name) as soon as possible**
- 1 to record your unavailable message
- 2 to record your busy message (not an active option)
- 3 to record your name
- 4 to record your temporary greeting, e.g. on vacation
- 5 to change your password
- * for help
- # to exit

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Desktop Soft Phone for Windows

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Set-up

- If you have selected the sipSoft desktop phone as one of your phone options, sipVine support will send you an email with instructions and a provisioning link.
- If you need assistance with the set-up, contact sipVine support.

Phone Features – when on a call

1. **Placing a call –** Enter the number or internal extension and press the green handset button. Press the handset button again to end the call.
2. **Transfer a call** – while on an active call, press the transfer option, enter the number or extension you wish to transfer the call (or type contact name). You then can click on the "transfer now" button or select the drop down for the "call first" option so you can announce the call before completing the transfer.
3. **Conference** – You can host a three-way conference call. Select the icon for more options and click on the dropdown menu option "Invite to Conference Call". Type in number, extension or contact name then click "Add" to add the additional participant.
4. **Mute** – When on an active call, a mute option will appear. Click on the option to mute your voice to other callers. Click on the same icon to un-mute the call.
5. **Hold** – When on an active call, a hold option will appear. Click on the option to place your call on hold. Click on the same icon to retrieve the call.
6. **Call Recording –** While on an active call, select the more option icon and the "Start Call Recording" option from the dropdown menu. When your call is complete, you will have the option to save it to a folder on your desktop.

Phone Features – when not on a call

1. **Call History** – At the bottom of the sipSoft phone, click on the call history icon. You will see a list of recent calls. You can also search call history by typing the phone number or caller ID name in the search field. Click on the name and the phone icon that appears and you can call this person again.
2. **Contacts** - By clicking the contact icon at the bottom of the sipSoft phone, you can view your contacts and make calls. You can add contacts from you call history by clicking on the name and the add contact icon and follow the steps. You can search contacts or add contacts by clicking the add contact icon. You can add to favorites by right clicking the contact and selecting the add to contacts option.