

ambit SOLUTIONS



Phone System User Manual





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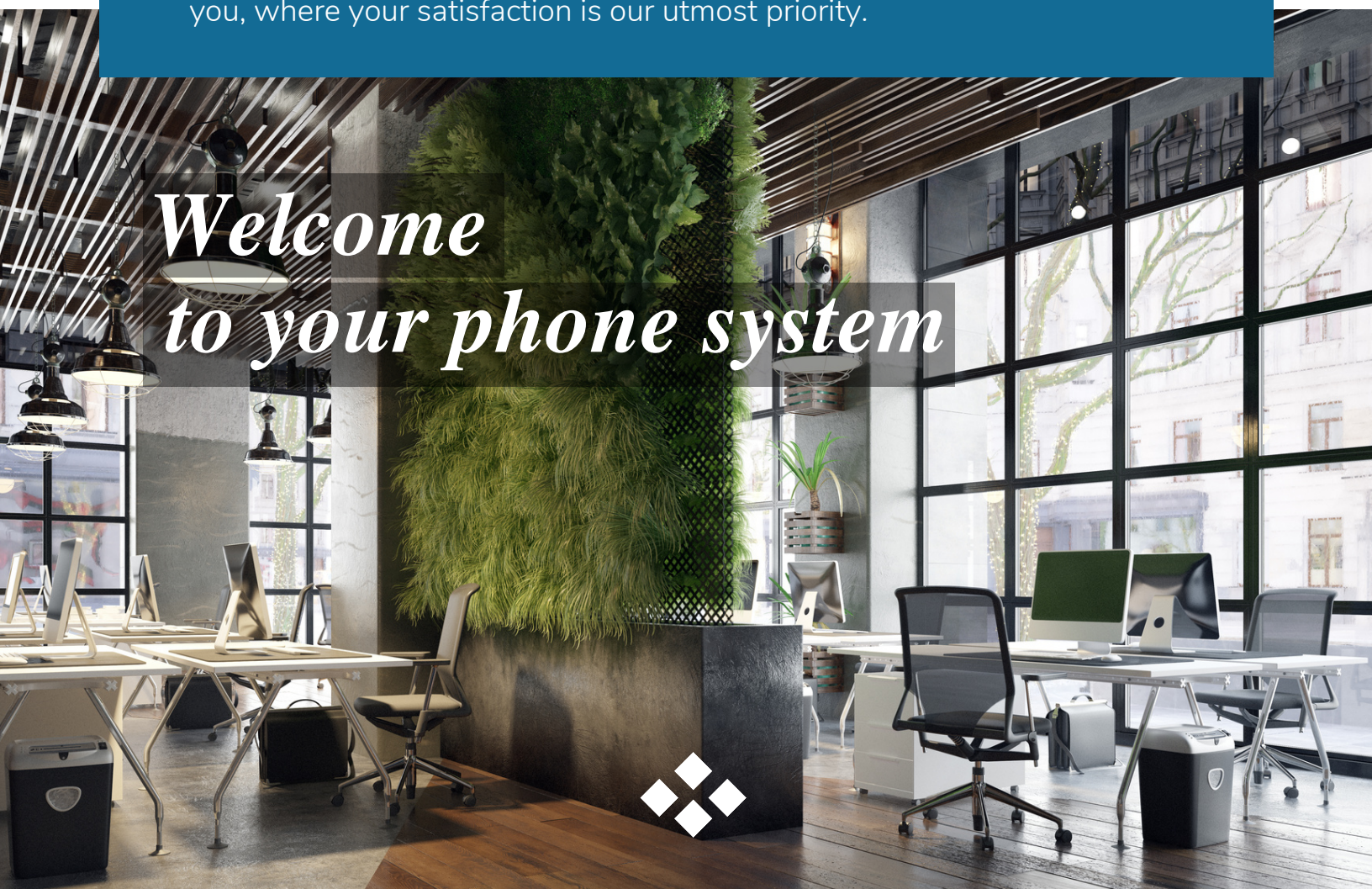
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INTRODUCTION

Welcome to our phone manual designed specifically for your system. We provide comprehensive phone services, including phones, faxing, and overhead speakers. This manual contains user guides for all our phones. Please see page 10 if you wish to contact us or check out our Youtube channel where you will find more helpful training videos and tutorials.

Who We Are

We are Ambit Solutions, a communications company that exists to serve and equip our partners to communicate effectively. While we offer top-of-the-line products, we firmly believe that it is our **services** and **support** that sets us apart. Our aim is to exceed expectations by consistently holding ourselves to a higher standard and serving you to the best of our abilities. We eagerly anticipate cultivating a long-term partnership with you, where your satisfaction is our utmost priority.

A modern office interior with desks, computers, and a large green wall. The text "Welcome to your phone system" is overlaid in a white, italicized font.

*Welcome
to your phone system*



Basic Phone Instructions

01 Making a Call

- To dial
- 911
 - Another Extension
 - 10 Digit Phone Number
 - Single Paging Horn or Speaker
 - Paging Group or All Call

The process is the same. You may either

1) Dial the number you wish to call and then pickup the handset to begin the call.

2) Pickup the handset, dial the number, and press "**Send.**"

Note: No prefix (such as a 9 or a 1) is necessary.

02 Quick Dial

If your phone has a Speed Dial button for other extensions or paging features such as an "All Call" you may call that endpoint by pressing the button and picking up your handset.

03 E911 Verify

You may safely verify your E911 location and service by **dialing 933** at anytime. **This will not alert the PSAP** but rather play back your outgoing number and location informing you whether or not your E911 service is active. If your location is not correct or if your E911 service is not active please contact Ambit Solutions immediately.

Note: Your outgoing number may be different from your organization's "main number."





LED

POWER INDICATOR

Steady green when powering on, blinking red when there are new messages.

LINE KEYS

Steady Green: During the conversation, or plan to dial a call.

Blinking Red: The call is ringing.

Off: Idle interface.

Place a Call

THREE WAYS TO MAKE A CALL

Handset: Pick up the handset; enter the number, then press the "Send" soft key or press #.

Speaker: Press or the line keys; enter the number, then press the "Send" soft key or press #.

Headset: Press ; enter the number, then press the "Send" soft key or press #.

Note: You may also use Contacts or call log to dial the number you want. Press the dial key and place the call by the three ways mentioned. You may also alternate the mode during the call.

Answer a Call

THREE WAYS TO ANSWER A CALL

Handset: Pick up the handset.

Speaker: Press .

Headset: Press .

Note: You may also reject the call by pressing the "Reject" soft key.

Call Transfer

THREE WAYS TO ANSWER A CALL

Blind Transfer:

1. Press or the "Transfer" soft key during the conversation, the call is on hold now.
2. Input the number you wish to transfer to.
3. Press or the "B Transfer" soft key and now the blind Transfer is complete.

Attended Transfer:

1. Press or the "Transfer" soft key during the conversation, the call is on hold now.
2. Enter the number you wish to transfer to and press the "Send" soft key or #.
3. Start the second conversation, press or "Transfer" soft key. Transfer completed.

Semi-Attended Transfer:

1. Press or the "Transfer" soft key during the conversation, the call is on hold now.
2. Enter the number you wish to transfer to and then press #, then you can hear the ringtone.
3. Press or the "Transfer" soft key and now the Semi-attended Transfer is complete.

End a Call

THREE WAYS TO END A CALL

Handset: Hang up the handset or press the "Cancel" soft key.

Speaker: Press , when speaker mode is active or press the "Cancel" soft key.

Headset: Press the "Cancel" soft key.

Call Conference

ADDING MEMBERS TO A CONFERENCE CALL

Assuming that "A" and "B" are in conversation. "A" wants to bring "C" (or "D" & "E") in a conference:

1. "A" press "Hold", the call is placed on hold.
2. "A" press "New Call", enter the number of "C" and then press the "Send" soft key. "C" answers the call.
3. "A" press or the "Conference" soft key, then "A", "B" and "C" are now in a conference.
4. If add "D" & "E", "A" press "Hold", the current conference is on hold, press "New Call" and dial "D", "D" answer the call. "A" Press "Hold" and "New Call" and dial "E", "E" answer the call. "A" press , then "A", "B", "C", "D" and "E" are in a conference.

Note: (1) If "C" does not answer the call, "A" can go back to continue to the conversation with "B". (2) Once "A" hangs up the call, the conference ends, while if "B" or "C" drops the call, "A" & "C" or "A" & "B" conversation continues.



Mute Call

Press  to mute the microphone during the call.

Press  again to un-mute the conversation.

Voicemail

Press  to access your voicemail or press your Line Key and dial *97. Enter your password (Default is 1234).

Main Menu

- 1 – New Message
- 2 – Change Folders
- 3 – Advanced Options
- 0 – Mailbox Options
- * – Help
- # – Exit

Mailbox Options

- 1 – Record Unavailable Message
- 2 – Record Busy Message
- 3 – Record Name
- 4 – Record Temporary Greeting
- 5 – Change Password
- * – Return to Main Menu

Note: The system does not allow using your extension number as your password.

Redial

Press  to redial the last call that was dialed.

Call Forward

Menu > Features > Forward or . You have three Call Forward Options;

1. **Always:** Incoming calls are immediately forwarded.
2. **Busy:** Incoming calls are immediately forwarded if the phone is busy.
3. **No Answer:** Incoming calls are forwarded if not answered after ring time.

Select an option. Press "Switch" to **Enable** forward. Forward to: Insert the number you wish to forward to.

Press "Save"

On your home screen you should see  and a banner indicating Call Forward is active. You may toggle Call Forwarding On and Off by pressing .

Hold

Press  or the "Hold" soft key during a call to place the caller on hold.

Press  or the "Resume" soft key to resume the call.

Call Park

Call Parking allows you to put a call on hold so that another person can pick it up on a different phone. When you "park" the call, anyone with access to the parked call can pick it up.

While on a call press the Park BLF key and the caller will be placed on hold in that parking lot (the Park key will turn red indicating a caller is in the parking lot). Press the Park key again from any phone to pick up that call.

Note: Call Parking must be set up by your phone's administrators.

Volume Control

The volume button  controls the volume for three different functions.

1. **Ringer:** Press  to adjust the ringer volume.
2. **Handset:** Pickup the handset and press  to adjust the handset volume.
3. **Speaker:** Press the Speaker button  then press  to adjust the speaker volume.

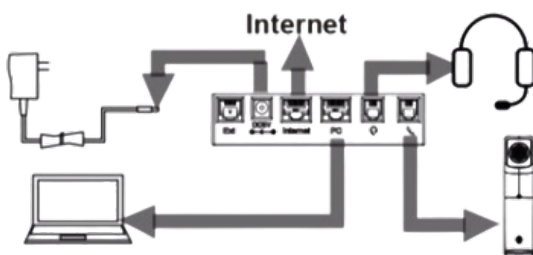
Do Not Disturb (DND)

If DND is activated your phone will not ring and all incoming calls will be sent directly to your voicemail if you have voicemail enabled (or will be sent to busy if you do not have voicemail enabled). Press the "DND" soft key to toggle on Do Not Disturb. The DND symbol  will appear at the top of your home screen indicating DND is active. For additional DND options press Menu > Features > 6. DND.

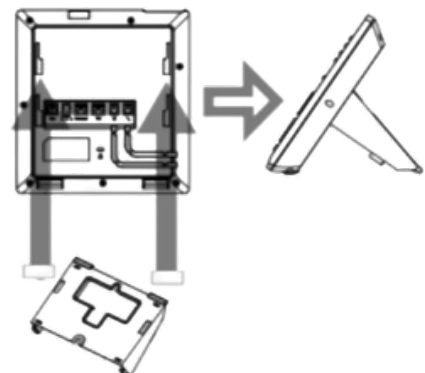
Bluetooth Setup

Menu > Settings > Basic Settings > 7. Bluetooth. Press "Switch" to **Enable** Bluetooth. Press "Save." Press the "Scan" soft key. Put your Bluetooth headset into pairing mode. When your Bluetooth device appears press "Connect." Press "Back" until you reach the home screen. The Bluetooth symbol  will appear at the top of your screen indicating Bluetooth is active. Press the headset button to  enable headset mode. Follow the beginning instructions to **Disable** Bluetooth.

CIP270 Connection Diagram



CIP270 Phone Stand Diagram





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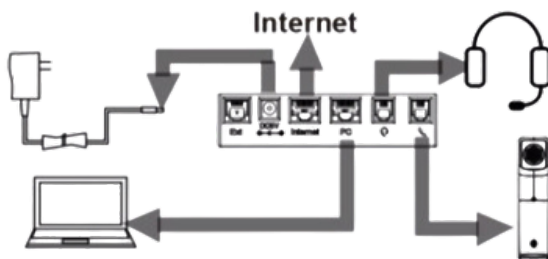
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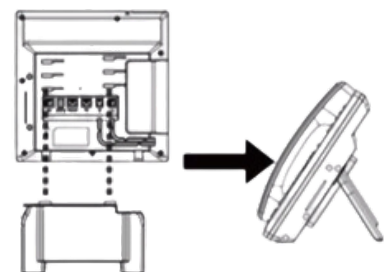
Menu > Settings > Basic Settings > 7. Bluetooth. Press "Switch" to **Enable** Bluetooth. Press "Save." Press the "Scan" soft key. Put your Bluetooth headset into pairing mode. When your Bluetooth device appears press "Connect." Press "Back" until you reach the home screen. The Bluetooth symbol  will appear at the top of your screen indicating Bluetooth is active. Press the headset button to  enable headset mode. Follow the beginning instructions to **Disable** Bluetooth.

Note: The CIP 250 requires the BT60 Bluetooth Adapter

CIP250 Connection Diagram



CIP250 Phone Stand Diagram





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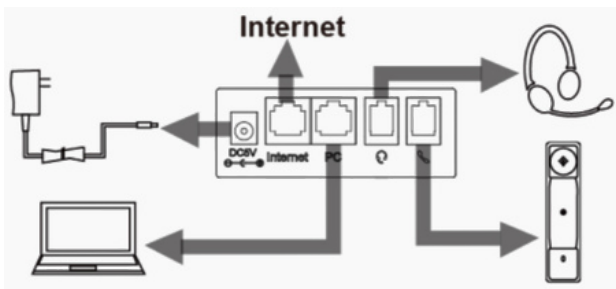
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Bluetooth Setup

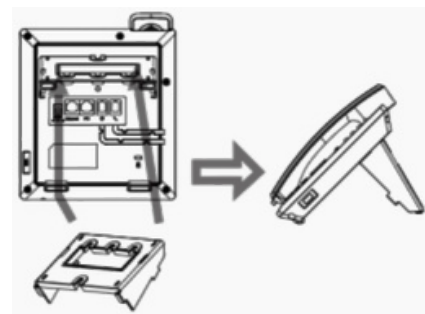
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Note: The CIP 230 requires the BT60 Bluetooth Adapter

CIP230 Connection Diagram



CIP230 Phone Stand Diagram



Voicemail Options Tree

Press  to access your voicemail or press your Line Key and dial *97 "Send."

Enter your password (default is 1234).

Note: The system does not allow using your extension number as your password.

Main Menu

- 1 – New Message
- 2 – Change Folders
- 3 – Advanced Options
- 0 – Mailbox Options
- * – Help
- # – Exit

Message Options

- 3 – Advanced Options
- 5 – Repeat Message
- 7 – Delete Message
- 8 – Forward Message
- 9 – Save Message
- * – Help
- # – Exit

Folder Selection

- 0 – New Message
- 1 – Old Messages
- 2 – Work Messages
- 3 – Family Messages
- 4 – Friends Messages
- # – Cancel

Advanced Options

- 5 – Leave Message
- * – Help

"Leave Message" allows the user to leave a message on another extension without ringing the phone.

Mailbox Options

- 1 – Record Unavailable Message
- 2 – Record Busy Message
- 3 – Record Name
- 4 – Record Temporary Greeting
- 5 – Change Password
- * – Return to Main Menu





Questions? Issues? No problem!
Our Ambit Care+ Team is available
24/7 for your services and support.

CONTACT US



Submit a Ticket Online: **support.ambit-llc.com**

Call Us: **205-829-1800 option 1**

Email Us: **ambitcare@ambit-llc.com**

[Click HERE to visit our Youtube Channel for helpful videos and tutorials](#)



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YOUTUBE CHANNEL**



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