

Phone Quick Reference



This reference guide acts as a quick reference for all iRIS phones, your specific phone may not have all the same features or keys. For specific phone user data sheets and user guides, visit: <http://irisharbor.com/voice/>

Version 1.0.4

Keys	Description
	Transfer Key-Transfer an active call to a contact.
	Message key-Enables you to access and manage voice messages.
	Hold key-Holds an active call or resumes a held call.
	Volume keys-Adjust the volume of the handset, speaker, and ringer.
	Handset key-Enables you to place and receive calls vis handset. -Analog headset -USB or Bluetooth
	Speakerphone key-Enable you to place & receive call via speakerphone. -Active
	Mute key-Mutes local audio during calls. -Active
	Home key-Toggles between home and line screens.

Icons	Description
	Registered line
	Unregistered line
	Placing a call
	Active call using Polycom HD Voice
	Held call
	Incoming call
	Active conference
	Placed call
	Received call
	Missed call
	Favorite
	Do Not Disturb enabled
	Phone warning
	Login credentials invalid
	Shared line
	Shared line with a held call
	Call forwarding is enabled
	New message

Voice.iRisHarbor.com Web Port

Log in:

- Browse to “<http://Voice.iRisHarbor.com>”
- Enter in Username, normally ten digital phone number .
- Enter password.
- Click “Login”

Account Tab:

- Displays call logs, Voice mail messages, and user profile.

Settings Tab:

- Allows user to customize their voice service by setting up a variety of calling features like: CallerID, Call waiting, Hoteling, Music On Hold, Speed dial, Call Forward, Find Me, Push to Talk, Voice mail, and schedules.
- What each user sees depends on the users seat license level.

Group Tab:

- This tab can only be seen by your organizations administrator.
- Allows administrator to customer group features like: Auto Attendant, Call Park, Advanced Hunting, Music on Hold, Directories, and schedules.
- What features the administrator sees depends on features purchased.

Support page:

- Links to user guide for detailed instructions on how to use website.
- Instructions on how to install Communicator on PC or mobile device.

Using Phone Quick Steps

Phone quick steps offer users an efficient way to change or retrieve setting. Some users prefer quick step methods of operation. For users who prefer a more visual method please use the web portal or Communicator application.

Voice Mail

- Messaging waiting light will blink when you have a new voicemail.
- Press the “message” key or *62 to access voice mail.
- Enter you passcode then press “#” key.
- Follow user prompts or use keys listed below.
- **Summary of keys:**
 - **Main Menu**
 - 1-Access Voice Mail Box
 - 3-Greetings menu
 - 5-record new announcement
 - 8-change passcode
 - 9-exit voice portal
 - **Voice Mail Box**
 - 1-listen to messages
 - 7-erase message
 - 2-repeat message
 - 8-call back caller
 - #-save message
 - *-previous menu
 - 2-change mailbox busy greeting
 - 3-change mailbox no answer greeting
 - 7-delete all message
 - *-go back to main menu

Call Conference (3-way call)

- While on existing call, press the “conference” soft key
- Dial additional persons phone number
- Press the “send” soft key
- Once the called party picks up hit conference soft key

Call Transfer

- While on existing call, press the “transfer” soft key
- Dial additional persons phone number
- Press the “send” soft key
- Once the called party picks up hit conference soft key

Do Not Disturb

- Press the “DND” soft key. Note how icon on phone changes.
- Be very mindful when turning on DND it is easy to turn on and forget you have turned it on.

Call Park

- While on existing call, press the transfer key
- Press #58 and then the “send” soft key
- Remember the number the call is parked against.

Call Retrieve

- Press *88 then the “dial” key.
- When prompted enter the number the call is parked against then the “#” key.



iRis Voice Technical Support Line: 844-696-3881

Normal Hours: 8 AM - 9 PM CST staffed

After Hours: 9 PM - 8 AM CST on-call

Using Phone Quick Steps (cont)

Office Paging

- Enter the extension assigned for paging then the “dial” key.

Enable Call Forwarding Always

- Enter *72 then “dial” key
- When prompted enter the destination number then “#” key.
- Note How icon on phone changes

Disable Call Forwarding Always

- Enter *73 then “dial” key

Determine Call Forwarding Always current setting

- Enter *21* then “dial” key

Phone Star (quick) Codes

*77	Anonymous Call Rejection Activation
*87	Anonymous Call Rejection Deactivation
52	Anonymous Call Rejection Interrogation
#8	Automatic Callback Deactivation
#9	Automatic Callback Menu Access
*72	Call Forwarding Always Activation
*73	Call Forwarding Always Deactivation
21	Call Forwarding Always Interrogation
*86	Call Park
*88	Call Park Retrieve
*69	Call Return
*55	Direct Voice Mail Transfer
*78	Do Not Disturb Activation
*79	Do Not Disturb Deactivation
#58	Group Call Park
*66	Last Number Redial
*60	Music On Hold Per-Call Deactivation
*610	No Answer Timer
*50	Push to Talk
*62 or *98	Voice Portal Access