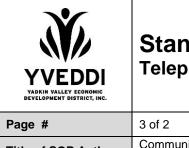| Page #	1 of 2	Date Last Reviewed/Updated	July 2015
Title of SOP Author	Communications Specialist, Donna Rutledge	Date of Approval	_____ 2015

Policy	**Telephone System Procedures**
Purpose	The purpose of the Telephone System Procedures is to provide guidance and technical support for the Mitel 5224 IP Phone.
References	Century Link https://smartip.centurylink.com/webadmin/login/20291800 (Does not apply to all locations)
Scope	
Definitions	
Telephone System Procedures	**New Hire** To request Telephone Setup for a new employee, the YVEDDI Email and Telephone Setup or Cancellation Request form must be completed and sent directly to the Communications Specialist for processing. After the initial setup, the employee may make additional changes to the configuration by logging on to the website: https://smartip.centurylink.com/webadmin/login/20291800 *NOTE: You can also notify the Communications Specialist for any configuration changes.*

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Main Menu	

One Touch Speed Dial Configuration (click here to reconfigure) Note: You can print the Key Label by clicking here	
Recorded Greeting	To change your greeting, call your voicemail and enter your PIN. Press 9 for User Options Press 1 to change greeting Follow prompts for additional instructions
Administrator Only	Log In to: https://smartip.centurylink.com/webadmin/login/20291800 Click on Users and Locations

Click on the last name of the person that is needing configuations.

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Click on Edit on the User's Behalf