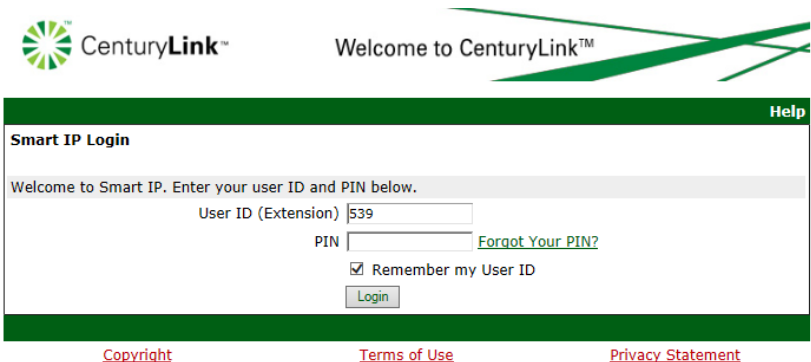




Standard Operating Procedures (SOP) Telephone System

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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	<p>New Hire</p> <p>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.</p> <p>After the initial setup, the employee may make additional changes to the configuration by logging on to the website:</p> <p>https://smartip.centurylink.com/webadmin/login/20291800</p> <p>NOTE: You can also notify the Communications Specialist for any configuration changes.</p> 



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Main Menu



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<ul style="list-style-type: none"> ▼ My Settings <ul style="list-style-type: none"> - My Personal Details - My Phone - My Call Coverage - My Voice Mail - My Call Groups ▼ Company Directories <ul style="list-style-type: none"> - Internal Directory - External Directory ▼ Company Settings <ul style="list-style-type: none"> - Users and Locations - Profiles <ul style="list-style-type: none"> External Directory / Speed Dials - Call Groups - Auto Attendant - Incoming Call Routing - Business Details - Phone Inventory 	<p>Home</p> <p>Use these web pages to configure the features and services associated with your phone. Select a task from the list below or from the menu on the left.</p> <p>To obtain context-specific help in any section select the icon or select Help in the top right corner of any page.</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>My Personal Details</p> <hr/> <ul style="list-style-type: none"> View and edit My Personal Details Change my PIN <p>My Call Coverage</p> <hr/> <ul style="list-style-type: none"> View and edit Call Coverage options <p>My Call Groups</p> <hr/> <ul style="list-style-type: none"> View My Call Groups <p>Company Directories</p> <hr/> <ul style="list-style-type: none"> View the Internal Directory View the External Directory </td> <td style="width: 50%; vertical-align: top;"> <p>My Phone</p> <hr/> <ul style="list-style-type: none"> View and edit programmable keys on My Phone <p>My Voice Mail</p> <hr/> <ul style="list-style-type: none"> View and edit My Voice Mail settings </td> </tr> </table>	<p>My Personal Details</p> <hr/> <ul style="list-style-type: none"> View and edit My Personal Details Change my PIN <p>My Call Coverage</p> <hr/> <ul style="list-style-type: none"> View and edit Call Coverage options <p>My Call Groups</p> <hr/> <ul style="list-style-type: none"> View My Call Groups <p>Company Directories</p> <hr/> <ul style="list-style-type: none"> View the Internal Directory View the External Directory 	<p>My Phone</p> <hr/> <ul style="list-style-type: none"> View and edit programmable keys on My Phone <p>My Voice Mail</p> <hr/> <ul style="list-style-type: none"> View and edit My Voice Mail settings
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<p>One Touch Speed Dial Configuration (click here to reconfigure)</p> <p>Note: You can print the Key Label by clicking here</p>	
<p>Recorded Greeting</p>	<p>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</p>
<p>Administrator Only</p>	<p>Log In to: https://smartip.centurylink.com/webadmin/login/20291800 Click on Users and Locations</p>



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

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My Settings

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- My Call Groups

Company Directories

- Internal Directory
- External Directory

Company Settings

- Users and Locations**
- Profiles
- External Directory / Speed Dials
- Call Groups
- Auto Attendant
- Incoming Call Routing
- Business Details
- Phone Inventory

Users and Locations ?

This list displays all of your users and locations. Use this page to add, edit, delete, or disable users and locations.

To view a printable version of the list select the **Print List** button at the bottom of the page.

Users and Locations List 1 to 25 of 27 entries

First Name	Last Name ▲	Extension	Site	Permission Group
<input type="checkbox"/> Tom	Beckom	531	Yadkin Valley Economic Development District, Inc.	User Permissions
<input type="checkbox"/> Regina	Chappell	529	Yadkin Valley Economic Development District, Inc.	User Permissions
<input type="checkbox"/> Dawn	Cheek	524	Yadkin Valley Economic Development District, Inc.	User Permissions
<input type="checkbox"/> Pearl	Cleary	404	700 N Main Street	User Permissions
<input type="checkbox"/> Jeff	Cockerham	532	Yadkin Valley Economic Development District, Inc.	User Permissions
<input type="checkbox"/> Gary	Dahmer	536	Yadkin Valley Economic Development District, Inc.	User Permissions
<input type="checkbox"/> Teresa	Dover	533	Yadkin Valley Economic Development District, Inc.	User Permissions
<input type="checkbox"/> Tommy	Eads	535	Logged Out	User Permissions



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Click on Edit on the User's Behalf



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- ▼ **My Settings**
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- My Phone
- My Call Coverage
- My Voice Mail
- My Call Groups
- ▼ **Company Directories**
- Internal Directory
- External Directory
- ▼ **Company Settings**
- **Users and Locations**
- Profiles
- External Directory / Speed Dials
- Call Groups
- Auto Attendant
- Incoming Call Routing
- Business Details
- Phone Inventory

User Details - Edit Tom Beckom ?

User details allow you to configure telephones and telephone services for the individual users in your company.

When done select **Save**. Select **Cancel** if you don't want to make any changes.

[Edit User on the User's Behalf ?](#)

User Information * Indicates required field

First Name:	<input type="text" value="Tom"/>
* Last Name:	<input type="text" value="Beckom"/>
Email:	<input type="text" value="tbeckom@yveddi.c"/>
Home Phone:	<input type="text"/>
Mobile Phone:	<input type="text"/>

Phone Information

*Extension: 531

* Language for Phone:

Direct Dial Phone Number(s):

Outgoing Caller ID:

Handsfree Answerback:

User Locked to Phone:

Site: Yadkin Valley Economic Development District, Inc.

Phone:

Hold Announcement:

Services