

PHONE QUICK TIPS

www.icore.com/support
888.470.8647

- To connect into the conference, press **MORE** softkey then **CONF** softkey again. “To iCore Conference” will appear on the Phone Screen
- If recipient does **NOT** want to join the conference, **Toggle up** to call on hold and Press **RESUME** softkey to speak to the caller

Call Park (MC Park):

- Press **MORE** softkey twice, press **MC PARK** softkey, Record Park Number, then hang up or press **END CALL** softkey
- Retrieve call from any phone by dialing Park Number

Forward your phone:

- Press **Forward** softkey, enter the number for calls to be forward to and press **Forward** softkey again
- To deactivate, press **Forward** softkey twice

Do Not Disturb:

- Press **DND** softkey to activate; Press **DND** softkey again to deactivate

Intercom:

- Press **MORE** softkey, press **INTCOM** softkey, Dial extension
- Recipient will hear two quick beeps and their speaker will be activated

DC Pickup:

- Press **MORE** softkey, **DC PICKUP** softkey, dial Extension of ringing phone

Voicemail: (Default password: Please Call)

- Press **MESSAGES** button or dial **'955'** from any iCore Phone
- For external access, dial your direct line, then press * when greeting begins

Main Menu Prompts	Message Shortcuts
1 Listen to Inbox Messages	(#) Skips through announcement
2 Listen to Saved Messages	(2) Reply to message
3 Change your password	(3) Dial # of message originator
4 Listen to your greetings	(4) Deletes Message
5 Record your greetings	(5) Saves Message
6 Access distribution group	(6) Forwards Message
	(*) Return to the Main Menu
	(7) Skips backward
	(77) Rewinds to beginning
	(8) Pauses message
	(9) Skips forward
	(99) Skips to the end

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To Place a Call:

- External: Dial **'#'**, then **10 digit telephone number** (1 is not needed)
- Internal: Dial **extension** only

Answer a Second Call:

- Press **ANSWER** softkey (the first call is automatically placed on hold)

Place a Second Call:

- Press **NEW CALL** softkey (the first call is automatically placed on hold)
- Dial extension or external number

To Move Between Calls:

- Move **Toggle Up or Down** to highlight desired call
- Press **RESUME** softkey (the other caller is automatically placed on hold)

Transfer (Attended):

- Press **MORE** softkey, then **TRNSFR** softkey
- Dial extension or external number
- Announce the caller
 - To complete transfer, Hang up or press **END CALL** softkey
 - If recipient does **NOT** want to take call, **Toggle up** to call on hold and Press **RESUME** softkey to speak to the caller

Transfer (Direct/Blind):

- Press **MORE** softkey, then **TRNSFR** softkey
- Dial extension or external number and hang up or press **END CALL** softkey

Transfer Directly to Voicemail:

- Press **MORE** softkey, then **TRNSFR** softkey
- Dial **'977'** and the extension, then hang-up or press **END CALL** softkey

Conferencing:

- When on a live call, press **MORE** softkey, then **CONF** softkey
- Dial extension or external number and ask recipient to join conference

WEBPORTAL QUICK TIPS

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Log In:

- Enter your webportal URL (**webportal.icore.com**) in your Internet Browser
- Enter your full phone number (no spaces or dashes)
- Enter your password (**Default Password: Please Call**)

*To enable full functionality, you will need to follow two steps:

- Install Active X software upon logging in
- Click on the **OPTIONS** tab, then the **PROFLE** tab and enter
CA ADDRESS 1: 204.16.177.20

Access the Corporate Directory:

- Click on the **DIRECTORY** Tab
- Click on **CORPORATE** sub-tab: Here, you can “Click to Call”

Access your Personal Directory:

- Click on **DIRECTORY** Tab
- Click on **PERSONAL** sub-tab: Here, you can add/import personal contacts and “Click to Call”

Check Voicemail Remotely:

- Click on **VOICEMAIL** tab: Here, you can view, listen, forward, save and delete messages.

Enable Voicemail to E-mail:

- Click on the **VOICEMAIL** tab
- Click on the **OPTIONS** sub-tab
- Check the box next to “**Enable Email Forwarding**”
- Input desired e-mail address, then click **SUBMIT** at the bottom of the page.

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View Your Call Log:

- Click on the **CALL MANAGEMENT** tab
- In the **LOGS** tab you can view your call logs; this tab will display your last 100 calls.

Set Speed Dials:

- Click on **CALL MANGEMENT TAB**
- Click on **SPEED DIALS**
- Click **SET SPEED DIAL** on bottom right
- Enter the Name and Phone Number, then click **SAVE**
- Repeat to Add up to 4 softkeys as Speed Dials

Change your Webportal Password:

- Click on **OPTIONS** tab, then **PASSWORD** sub-tab

Setup and Enable “Find-Me” Forwarding:

- Click on the **CALL MANGEMENT** tab
- Click on the **FIND ME** sub-tab
- Click **ADD** at the bottom of the page to build a new list
- Click **ADD** at the bottom of the next page to add numbers to the list
- Input phone “Nickname” and “Phone Number” and Select a challenge type or select “No Challenge”
- Click **SAVE**, then Click the **BACK** button on the bottom of the page
- Click on the **CALL TREATMENT** tab
- Under the **FUNCTIONS** column, click on the **EDIT icon**
- From drop-down menu, select **FIND ME**, select the list, then click **SAVE** at the bottom
- For advanced “Time of Day” options, click **ADVANCED**