

# ***TELESPEX***

## Quick User Guide



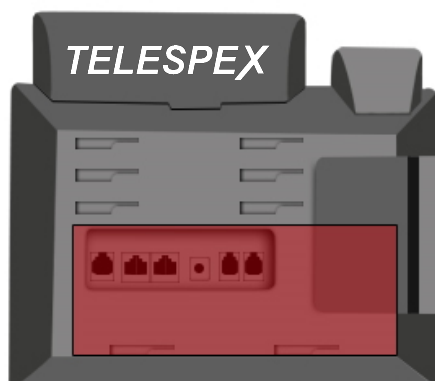
[training.telespex.com](https://training.telespex.com)



Scan QR Code  
with Smartphone

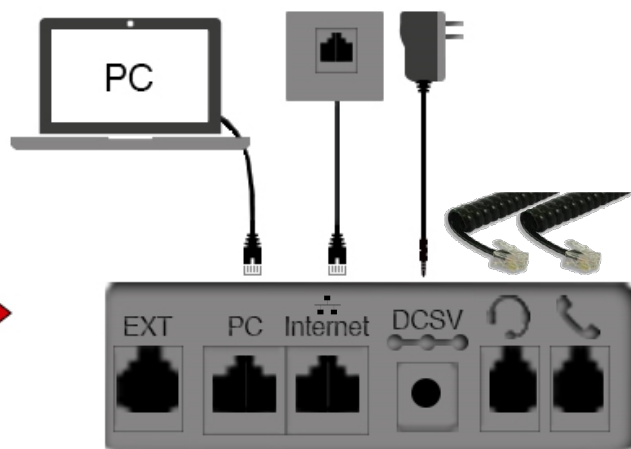
Questions?  
We're here for you.  
(800) 913-6650 Option 2

## Standard Connection

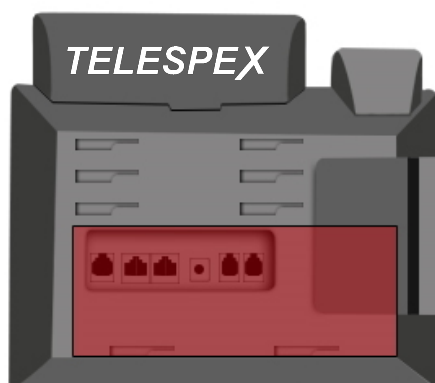


PC Connection  
(Optional)

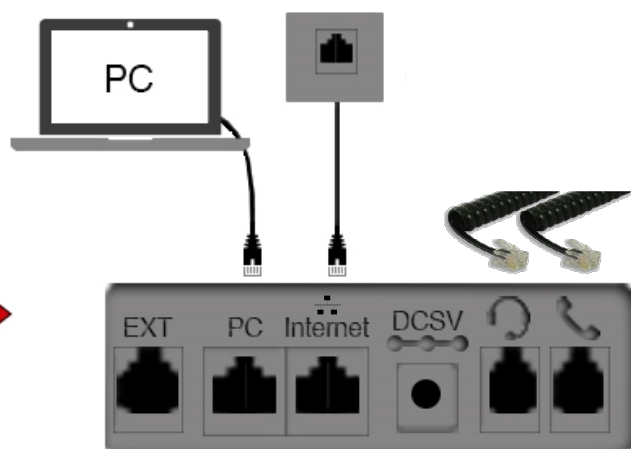
Power Adapter  
(DC SV)



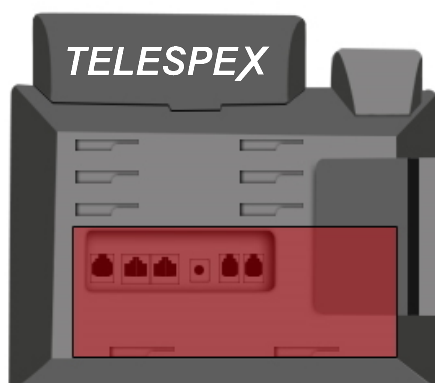
## PoE Switch Connection



PC Connection  
(Optional)



## WiFi Connection

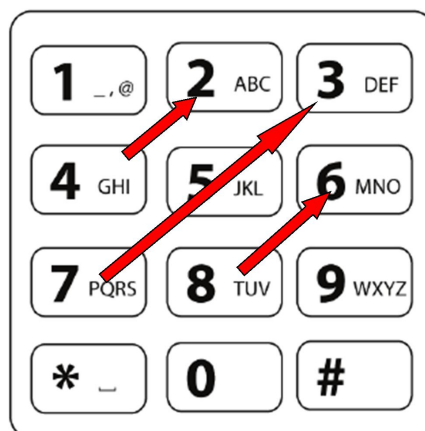


Power Adapter  
(DC SV)



# TELESPEX


## Voicemail Setup



### Accessing and Setting Up Your Voicemail Box:

- **Your default voicemail password is: 42 753 86 #**

Reminder: Please change your password for privacy

- To login press the MESSAGE  key on your phone
  - To change your password log in to your voicemail: press 0 → press 5 → and follow prompts
  - To change your greeting log in to your voicemail: press 0 → press 1 → and follow prompts
- Note: The Temporary Greeting overwrites all other greetings. To remove the Temporary Greeting: press 0 → 4 → 2*

### Voicemail-to-Email:

You may choose to receive your voicemail messages either via email or check them on the phone.

To receive voicemails as email attachments please contact your Telespex Account Manager.

Note: Voicemail-to-email is required for HIPAA compliance.

### Tips:

- The # key is the 'Send' or 'Finish' key. It lets the phone know you're done entering numbers
- The voicemail system will hang-up if password is not entered within a given time limit
- The password is oriented in a diagonal pattern (please see illustration below)

# TELESPEX

## Recording Tips

### **To record professional sounding audio:**

- Record in a quiet room
- Record in a room with carpet and lots of fabric furniture
- Use a microfiber towel to cover the microphone when recording.  
Hold the towel tight over the microphone so it doesn't move around while recording.  
To reduce additional unwanted background noises double-layer the towel.



### **Tips:**

- *The # key is the 'Send' or 'Finish' key. It lets the phone know you're done entering numbers*
- *The voicemail system will hang-up if password is not entered within a given time limit*
- *The password is oriented in a diagonal pattern (please see illustration below)*

# TELESPEX

## Call Functions

Calling any US/Canada number	Are code + 7 digits #
Ext-to-Ext calls	7xxx #

Intercom: Ext-to-Ext	*80 7xxx #
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Transfer: to another Ext	[Tran] 7xxx [Tran]
Transfer: directly into voicemail	[Tran] *1* 7xxx [Tran]
Transfer: to any US number	[Tran] 10-digit-number [Tran]
Supervised Transfer: Allows you to talk with the grantee before completing the Transfer.	[Tran] number # wait [Tran] [Tran] number # wait [Cancel]

Conference Call: with another Ext	[Conf] 7xxx [Conf]
Conference Call: with another Number	[Conf] (10-digit number) [Conf]
Supervised Conference Call: Allows you to talk with the grantee before joining the caller.	[Conf] number # wait [Conf]

### Tips:

- The # key is the 'send' key. It lets the system know you've done entering numbers.

# TELESPEX

## ExLinx

" Nothing is more expensive than a missed opportunity."

~ H. Jackson Brown, Jr.



### ExLinx (Ring-to-Mobile):

**ExLinx** links the user's Extension to their mobile phone, so both phones ring simultaneously. No need to give away your mobile number. ExLinx is a per/extensions add-on option. Please contact your Account Manager for details and pricing.



# TELESPEX

## Your eFax Account

Login to your eFax Portal online: [efax.telespex.com](http://efax.telespex.com)

Enter Username:

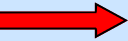
Enter Password:

### SEND FAXES

(1) 


**Quick-fax:**

To:

(2) 

Fax File:

(3) 

Email Notification:

☒

**go!**

- 1) Enter the 10-digit fax number of the recipient or select from **[My Contacts]**
- 2) Choose the PDF file to be sent as a fax
- 3) Optional: Check the box for **[Email Notification]** to receive a receipt of the outcome
- 4) Click **[GO]**

### STATUS OF SENT FAXES



Home



View Faxes



Send a Fax



Sent Faxes



Fax Numbers



My Contacts



Support

Please Note:

- 5) You may download or delete SENT faxes
- 6) SENT faxes are stored in the eFax Portal for 30 days, before being permanently deleted
- 7) We recommend that you check the box to receive an email confirmation for every fax sent (see #3)

### VIEW RECEIVED FAXES



Home



View Faxes



Send a Fax



Sent Faxes



Fax Numbers



My Contacts



Support

Please Note:

- 8) Received faxes are stored in the eFax Portal for 180 days, before being permanently deleted
  - 9) The copy of faxes you receive in email can be stored indefinitely and is not linked to the eFax Portal
  - 10) If you're not receiving a copy of faxes in your email please contact your TELESPEX Account Manager
- One (1) email address per eFax Portal (account) can be configured to receive copies of incoming faxes