Feature QRC

Calling

- There is no need to dial an access code (like 9) before placing calls to the outside world.
- All calls to the outside world require 10 digit dialing (3 digit area code + 3 digit exchange number + 4 digit subscriber number) at a minimum.
- When dialing any number (extension or outside call) either the '#' key or the 'Dial' softkey can be used to indicate that you are done entering digits.

Multiple Calls

When you have multiple calls active on your phone (whether you have one key assigned to your extension or several), you can use the up and down directional arrows to scroll through them and view details and call control options for each call.

Transferring Calls

- While on an active call use one of the following methods to transfer the call to another party.
  - Press the transfer softkey
  - Press the transfer hardkey (if your phone has one)
- Once you have started the transfer the caller you were speaking to is automatically placed on hold and you are prompted for the destination to transfer the caller to. This can either be an extension on your phone system, or a public number.
- After entering your destination number, you can proceed with the transfer in several ways
  - As a Blind Transfer
    - With your 'BlindTrnf' softkey
    - With your transfer hardkey if you have one
  - As a Consultative Transfer with your 'AttTrnf' softkey
  - Change your mind and press the 'Cancel' softkey to get the original caller back

Conferencing

- While on an active call, use the conference hardkey (if you have one) or the 'ConfCall' softkey to begin an ad-hoc conference. The caller you are on with will automatically be placed on hold, and you will be prompted for the number (internal or external) of another caller to add to the call.
- Once the party you are adding to the call answers, you can either use your 'ConfCall' softkey or your conference hardkey (if you have one) to connect all of the parties together. You can conference up to a total of 5 parties using this ad-hoc conference functionality.

History

Your phone's 'History' softkey will show you all calls that have passed through your phone recently, both those made by you and those that you have received. Missed calls (calls that rang your phone but you did not answer while they were ringing) will display a small badge with a number by the softkey to indicate how many missed calls you have had since the last time you checked your history list.

Redial

The redial key offers a shortcut to the last call in your outbound call history. It does not matter if it was an extension call or a call to an outside party.

Do Not Disturb / DND

Your phone supports a DND state that sends all calls directly to voicemail if you have a mailbox, or returns busy signal if you do not. DND can be toggled by pressing your 'Mute' hardkey while your phone is idle and will show a DND overlay on your phone.

Forward All

The 'ForwardAll' softkey allows you to enter a number (extension or 10 digit external) that you would like to forward all calls to. While forward all is active there is an icon in the top of your phone screen to indicate that you are forwarding all calls, and your 'ForwardAll' softkey changes to a 'CancelFwd' softkey that can be used to return the phone to it's normal state. Once you have used the 'ForwardAll' softkey once on a phone future uses bring up a list of past forward destinations that you can select from rather than having to type in the number every time.

Web Portal / Web Clients

To use the All-Mode Voice web clients, open a supported browser and navigate to https://all-mode.simplelogin.net

There are several different aspects of the web portal
- Home - lists recent calls and provides an overview of your messages
- Messages allows for visual management of your voicemail and chat messages as well as configuration of your voicemail box
- Contacts views and manages your personal directory
- Answering rules allows you to customize and schedule how your phone will ring
- Phones shows the status of your registered phones, as well as helping with mobile client setup
- Call history shows a list of all of your calls and allows you to export that list

Your portal also has an 'Apps' button at the top right that gives access to two clients for use with your phone
- Attendant Console gives you control over your primary desk phone and allows you to use a virtual BLF to monitor the status of other users on the system
- SNAP.GO Webphone provides a softphone that can be used with your PC audio to make use of your extension from anywhere you can connect to the internet. The SNAP.GO webphone offers identical functionality and a nearly identical interface to the SNAPmobile smartphone app

Mobile Client

The SNAPmobile client is available as an app for either iOS or Android devices. Details on getting the app and logging in are available from the 'Phones' tab in your web portal. The mobile client provides access to your extension for…
- Answering and receiving calls
- Viewing and managing contacts
- Viewing and managing voicemail messages
- Receiving and sending instant messages
- Viewing your call history from all devices
- Managing your answering rules
- Changing your greetings

Voicemail

Voicemail can be managed via an audio interface from your phone or by calling into the system remotely and reaching a menu that is configured for remote voicemail access, or through your portal or one of your clients.

Upon logging into the system the first time it will ask you to record your name and a default greeting.

Voicemail
X5000 or VM Key

| 1 New Messages | 2 Saved Messages | 3 Send Messages | 4 Call Forwarding | 5 Options | 6 Greetings | 7 Deleted Messages |

New Messages / Saved Messages:
- 1 Save
- 2 Reply
- 3 Forward
- 4 Delete
- 5 Skip
- 6 Replay
- 7 Rewind 15 sec
- 8 Pause / Resume
- 9 Fast Fwd 15 sec

Send Messages:
- 1 To Individual
- 2 To All
- 3 To Group
- 8 Pause / Continue

Call Forwarding:
- 1 DND
- 2 Device
- 3 Toggle
- 4 Forward to here

Options:
- 1 Set Password
- 2 Record Name

Greetings:
- 1 Record Grtg
- 2 Review Grtg
- 3 Select Grtg

Deleted Messages:
- 1 Retrieve
- 2 Replay
- 3 Skip