

Extensions:

- 1: Alex
- 2: Matt
- 3: Amy
- 4: Kelsey
- 5: Jason
- 6: Mike
- 11: Alex (PSP)
- 13: Amy (PSP)
- 14: Kelsey (PSP)

OUR PHONE NUMBERS:**303-552-0657 = RMLabs/RMPC**

- Calls to this # go to Client Services (Alex) for 3 rings and then to Alex, Kelsey, Amy, & Lab at the same time (not operational yet) until one picks up or until IVR (Interactive Voice Response) voicemail picks up.

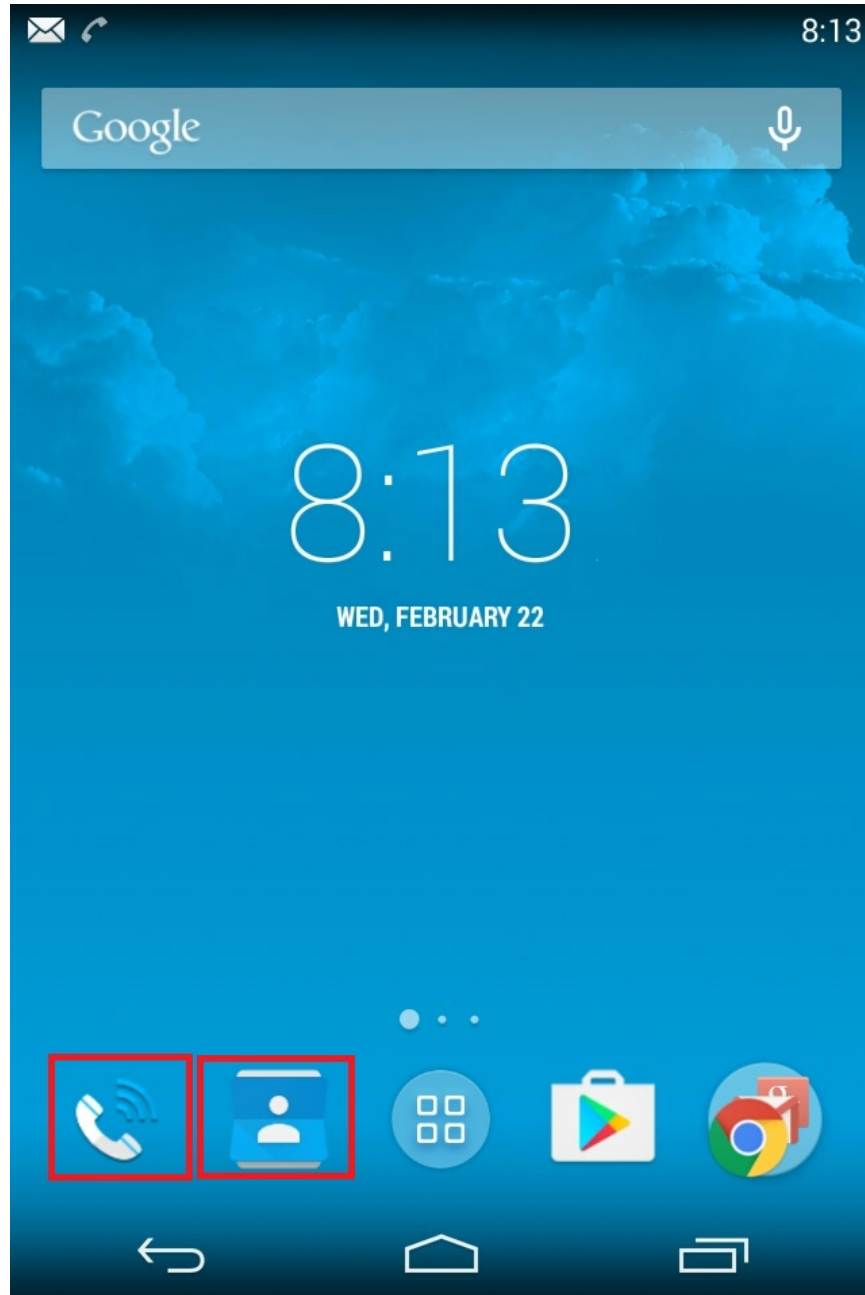
949-270-0999 = PSP

- Calls to this # go to Amy and Kelsey at the same time until one picks up. Calls placed to this # show up on caller ID (CID) as "PSP-" to help you identify and answer accordingly.

303-731-8769 (or extension 552 from one of our phones) = Conference Calls & DISA (Direct Inward System Access)

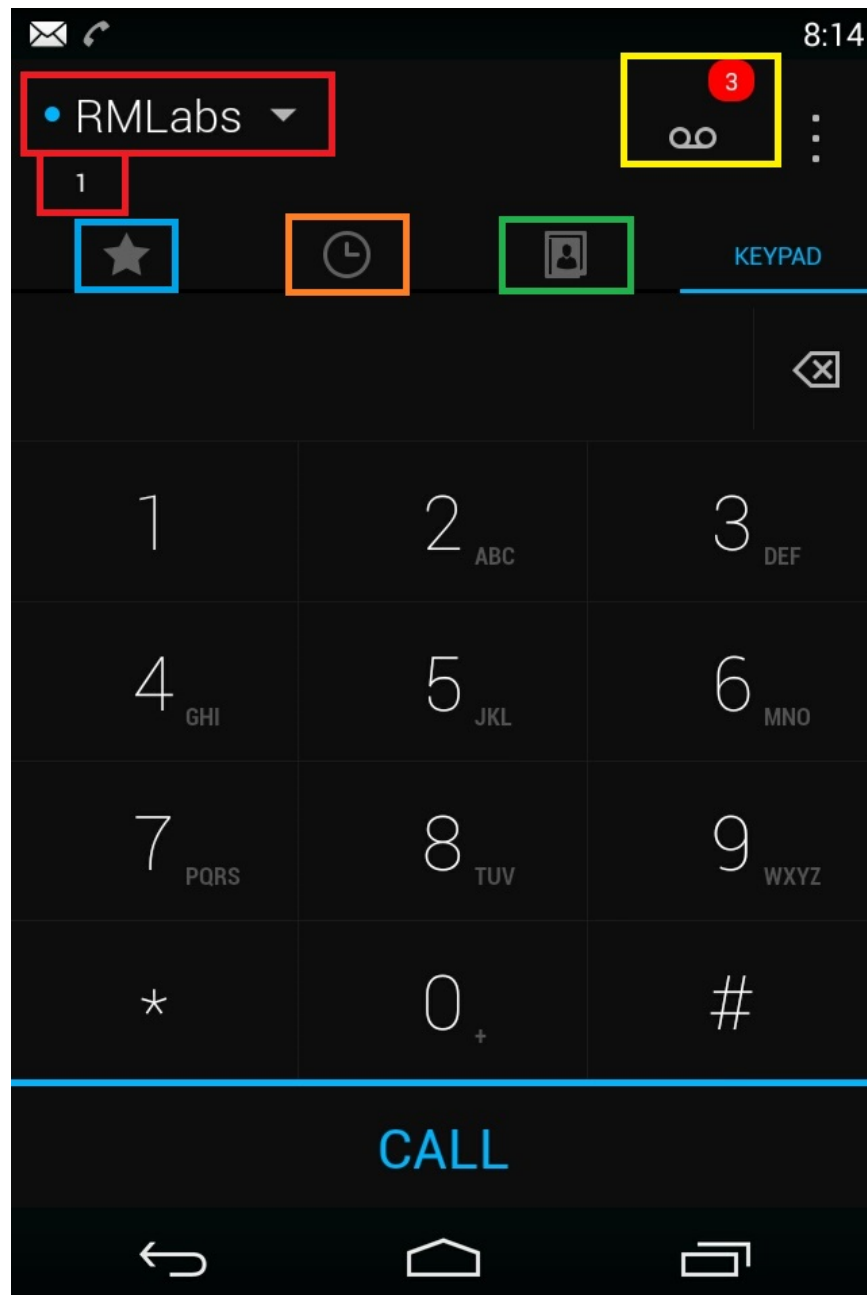
- press 1 to enter conference call, code is 552
- press 2 to find prompt for DISA
 - press 1 to dial out using our 949-270-0999 number
 - enter code 949(#)
 - enter the number you wish to reach and press #
 - your outgoing CID now shows up as our business # and not your cell #
 - press 2 to dial out using our 303-731-8769 number
 - enter code 303(#)
 - enter the number you wish to reach and press #
 - your outgoing CID now shows up as our business # and not your cell #

1. This is the default home screen
 - a. Bottom left icon will launch phone app
 - b. 2nd most left icon will launch contacts app
 - c. The middle button will launch your apps folder. In here you will find the settings app which you can use to associate your phone with a google account (our work email address are google accounts) if you so wish. You will also find the play store which will allow you to download other apps.

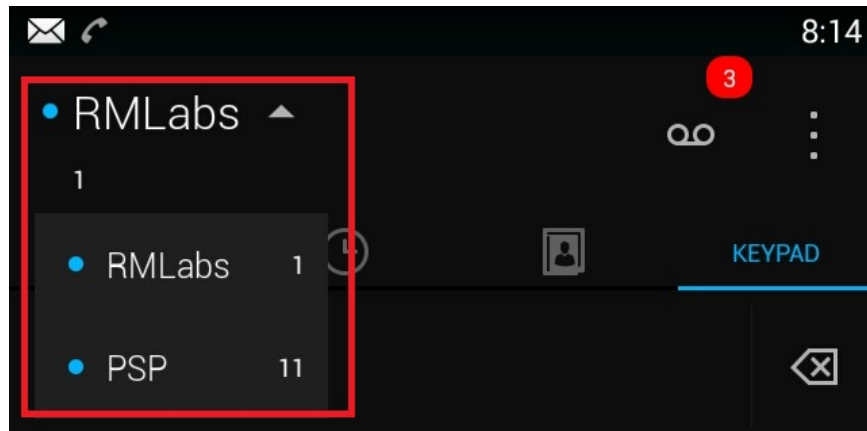


2. This is the Phone app

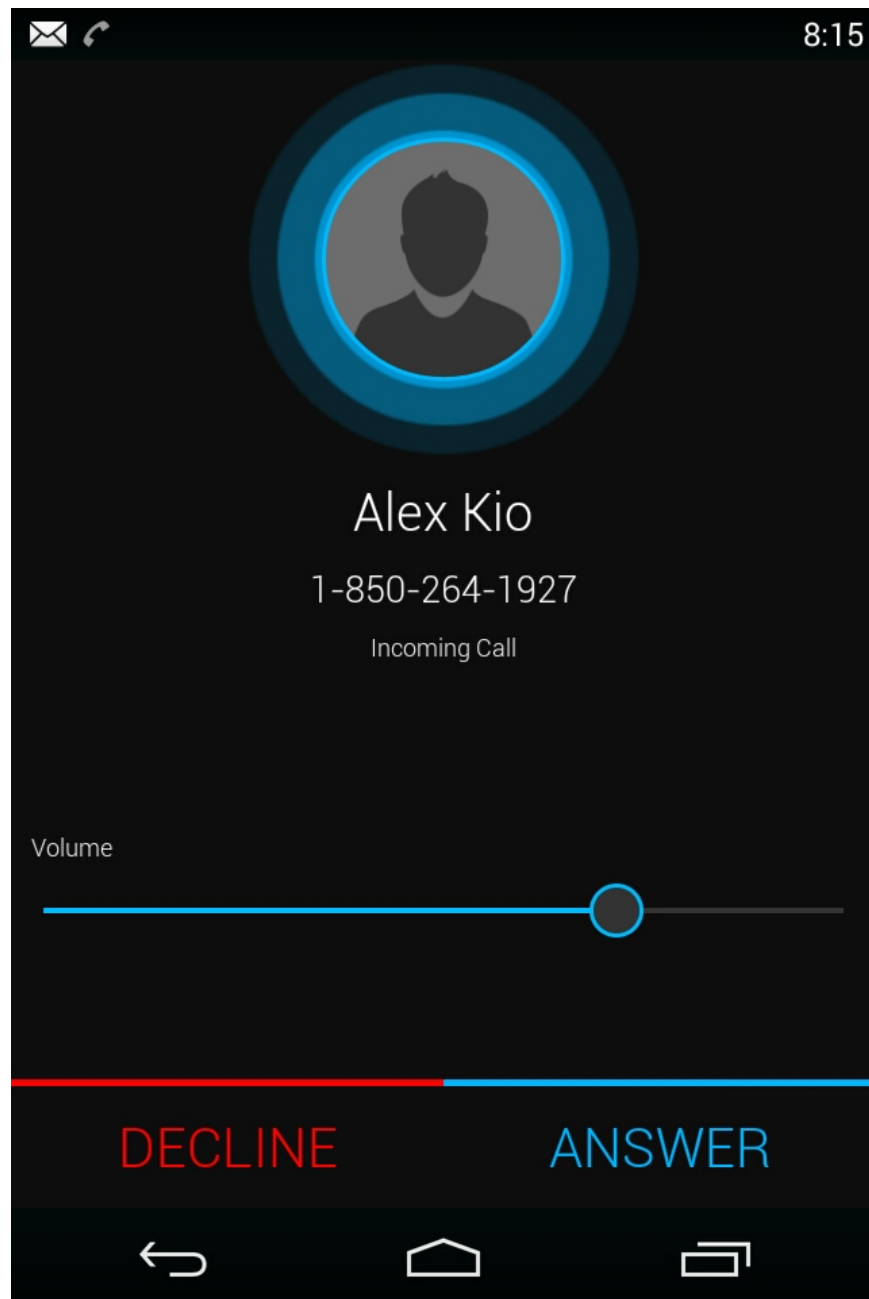
- a. The red boxes in the top left indicate what organization and extension you currently have selected. For everyone except Kelsey, Amy, & Alex you will only have one. Kelsey, Amy, & Alex also have one for PSP (Pacific States Pathology) that when used will show that it's being sent from our 949-270-0999 number.
- b. The star inside the blue box contains a list of "favorited" contacts.
- c. The clock inside the orange box contains your call history.
- d. The person inside the green box contains your contact list (phone book).
- e. The KEYPAD contains the screen we currently see with the dial pad. Note that you can dial and place a call without needing to have the phone picked up. However, picking up the phone will automatically launch to this screen.
- f. The tape cassette in the yellow box shows how many unread voicemails you have. Tapping it will launch into the voicemail where you will be asked to enter your extension and then a passcode. These are emailed to you.



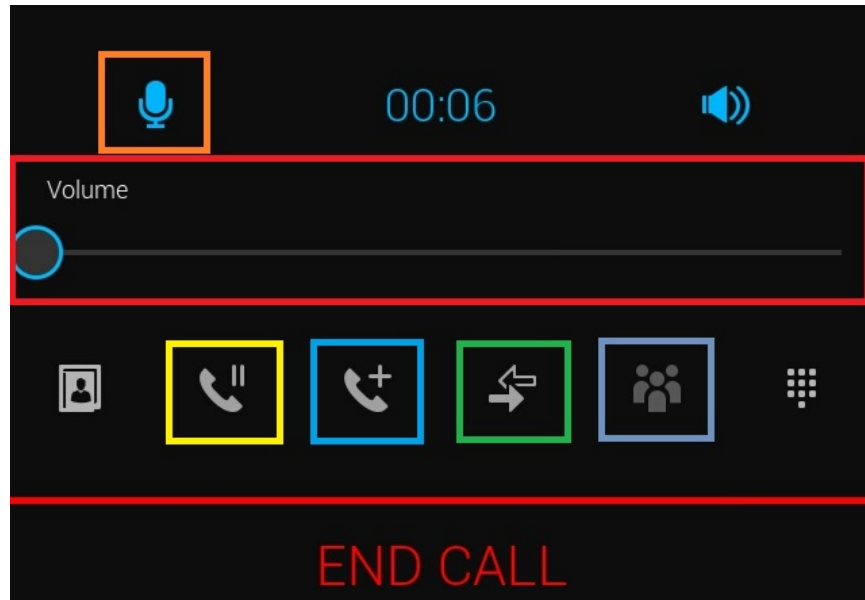
3. This is the screen Kelsey, Amy, & Alex have allowing them to switch between calling out from RML/RMPC or PSP.



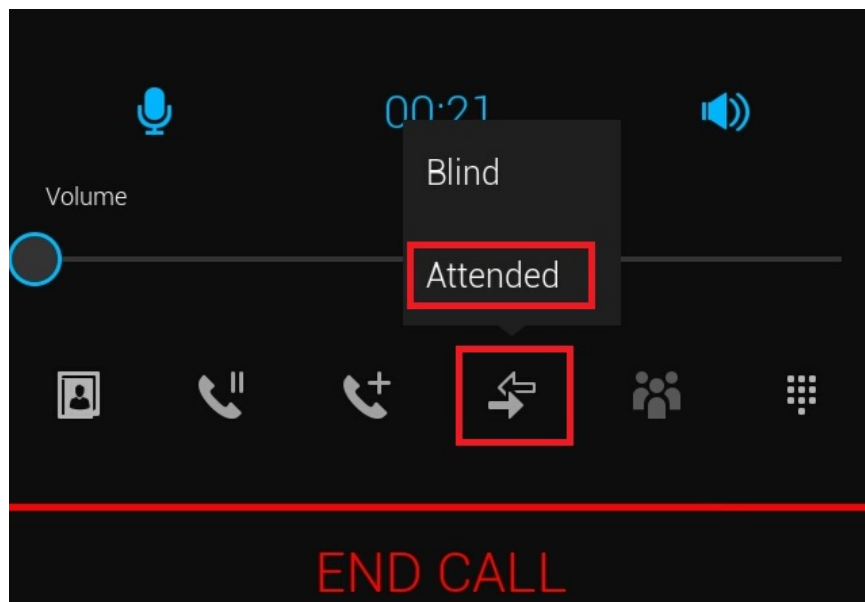
4. This is what an incoming call looks like. Shocking.



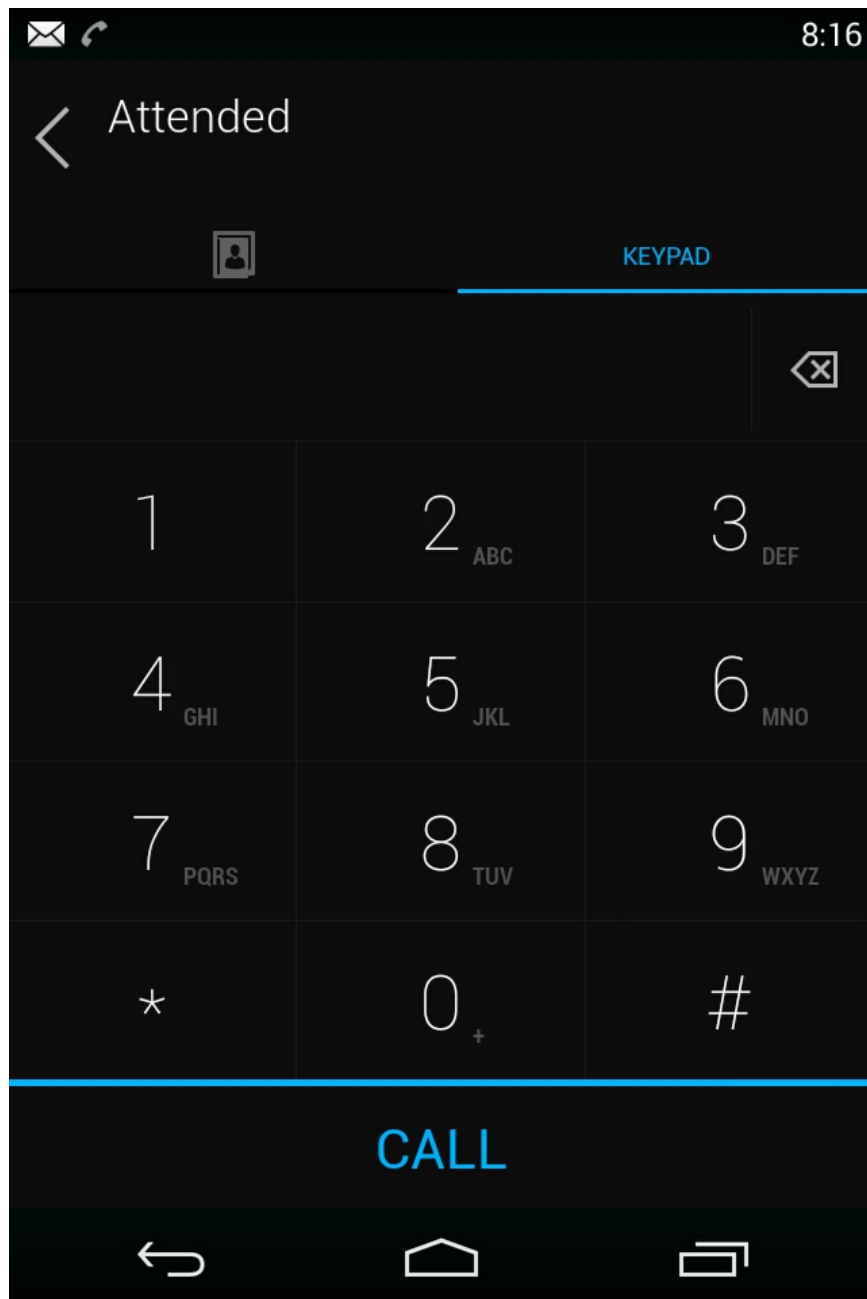
5. Once you accept a call this is what you will see at the bottom of the screen
- The microphone in the orange box allows you to mute yourself. The button in the middle of the phone also does this.
 - Volume slider in the red box allows you to make the caller louder or softer.
 - Phone with a pause button in the yellow box allows you to place the caller on hold.
 - Phone with a plus button in the blue box allows you to create a new call. Doing so will automatically place the original caller on hold.
 - The two arrows in the green box allows you to transfer a call.
 - The people in the purple box allows you to merge simultaneous calls into one call (conference).



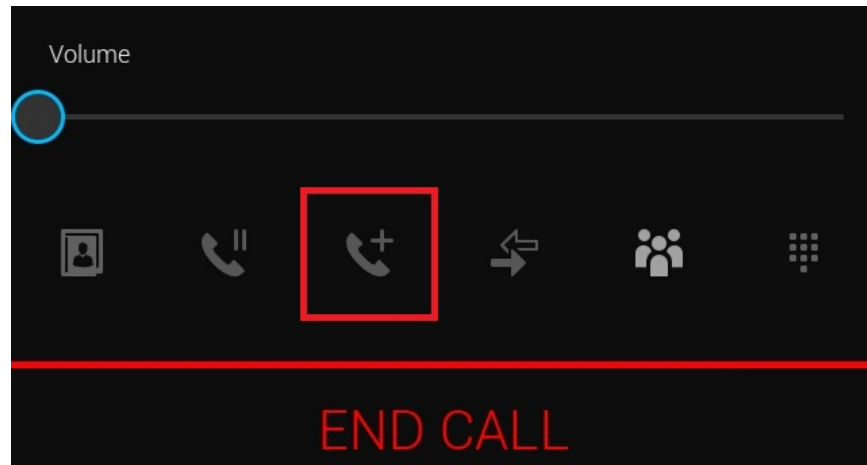
6. To transfer a call first tap the arrows and then tap “Attended”.



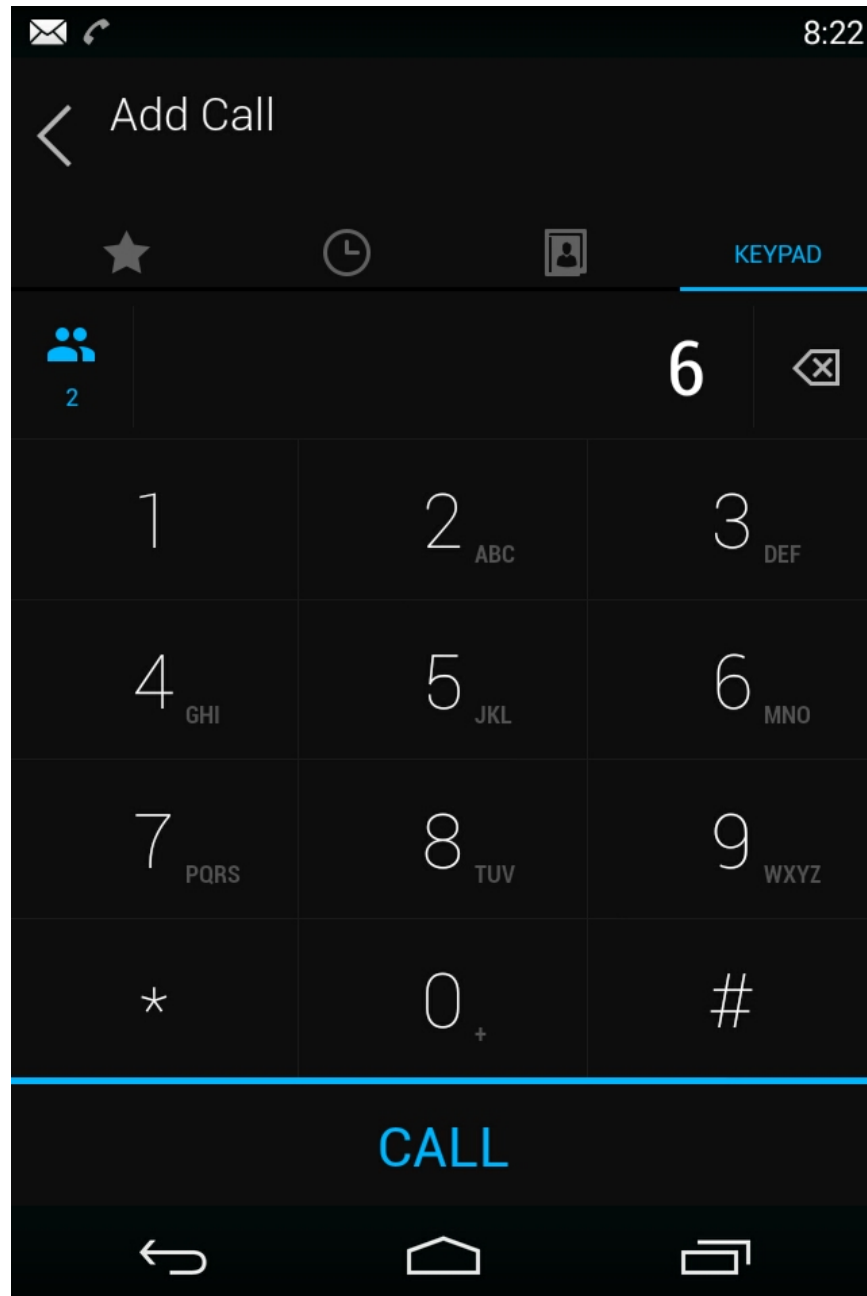
- Now type in the extension you would like to transfer the call to and tap “CALL”.



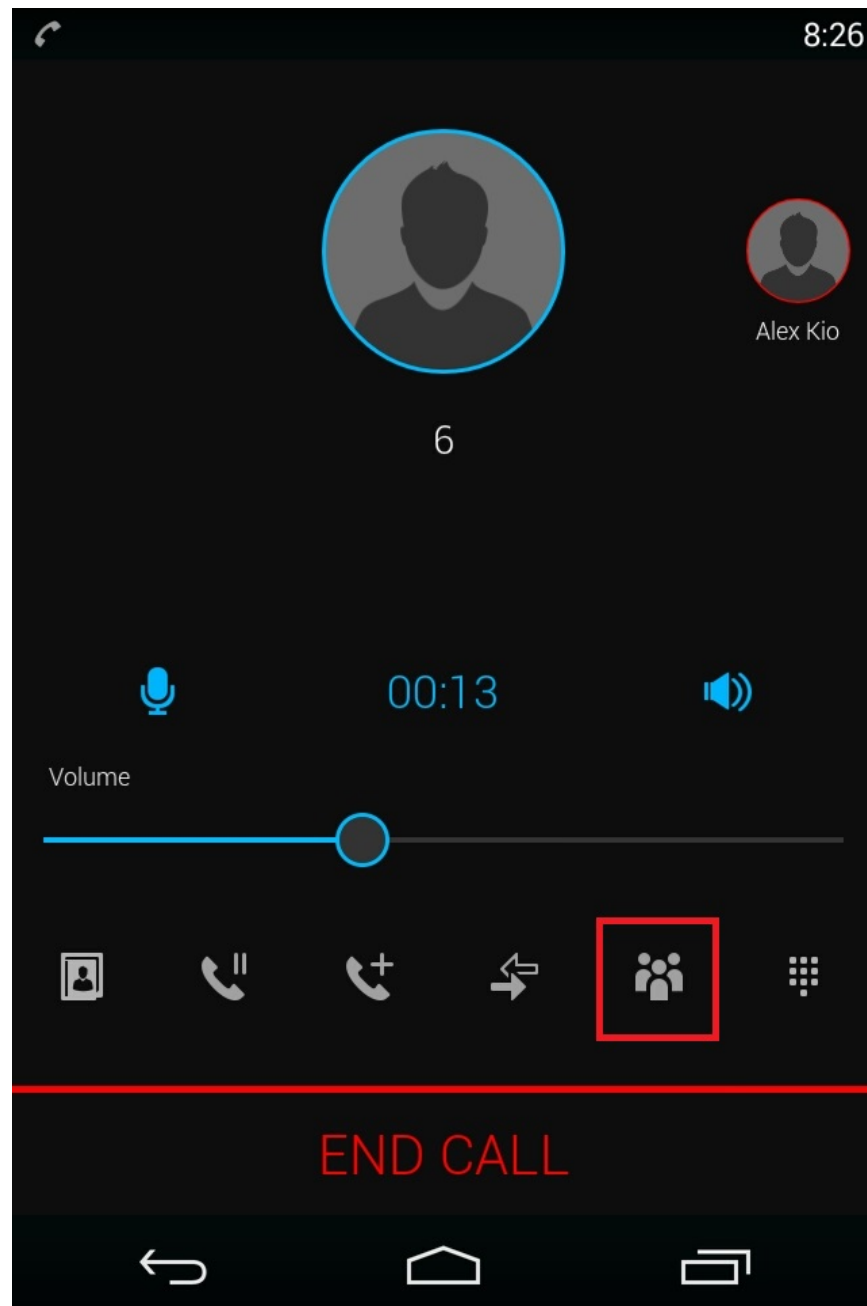
8. To create a simultaneous call, say to ask someone else a quick question, tap the phone with a plus sign.



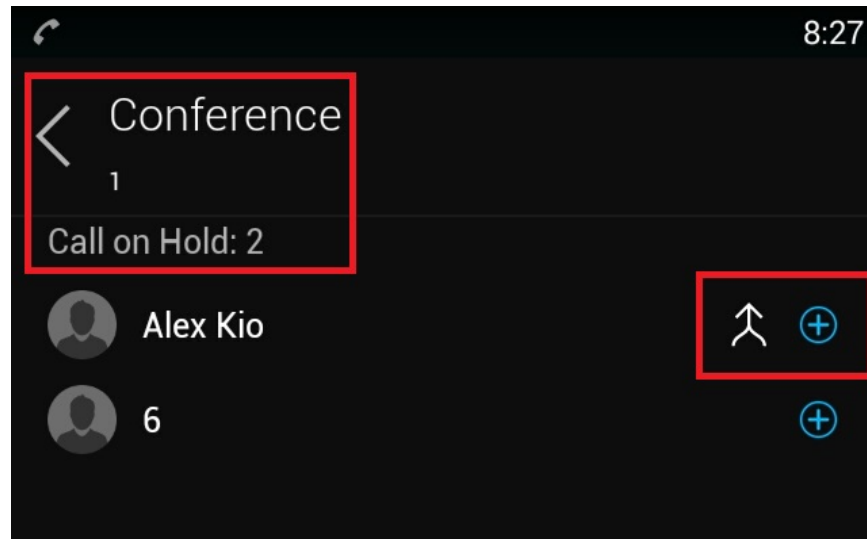
9. Now type in the extension you would like to talk to and tap “CALL”.



10. Notice the two circles in the top half of the screen indicating two separate calls
- If you wanted to merge them into one call tap the people icon in the red box. Do not that this will create a “Conference call” and as soon as one person hangs up the whole call ends.



11. Now click the plus sign next to the merging arrow.



12. You'll now notice that the call is connected to the incoming caller and the extension (6) you added a call to.

