

VOIP Cheat Sheet

To Answer Calls lift handset and talk, if phone does not ring, lift handset and press flashing line key, talk.

Voice Mail for EACH Phone extension Dial 8500 (or press Messages Key) then follow prompts

To View New, Missed or Placed Calls- Press Menu, then Features, then select call List, select the list you want to see use scroll buttons to view.

To make a call internally within system dial 4 digit extension number

To make a call externally lift handset dial 9+number OR 9+area code+ Number

To Page All thru system phones dial (if needed see sales rep)

To Transfer call directly to voicemail press #76 + Extension

To call thru someone's internal extension speaker dial #77 + Extension.

To Park A call

Press Transfer and Dial 8700 listen where parked call is at (Park Code), then press transfer. (call will be parked for 60 seconds then ring back to who parked call)

To retrieve a parked call

Dial the Parked Code

Flexible call routing

To Transfer inbound call to cell phone or other off site number, take call press transfer, dial 9 + Number when answer announce call and press transfer again.

To Transfer call Internally Press Transfer then Dial station number, announce call and press transfer (again to complete)

For Blind Transfer externally

Press Transfer key then press Blind then Dial 9+number if external or 4 digit station number for internal.

To CF Phone only, dial *44+9+number then press Dial

To cancel CF to phone only dial *44+0 then press Dial

To CF entire account dial *42+9+number then press Dial

To Cancel CF to entire account dial *42+0

FOR AA dial 8301 follow prompts record mode then 1 # hear beep.....start record then # when finished, it will playback automatically hang up.

To get Voicemail externally call into system get auto attendant message press * follow prompts.

Nights press

- * 432 to toggle on or off

- * 430 to turn off

- * 431 to turn on