

# Hosted Voice User Guide



User  
Guide

## *Contents*

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Anonymous Call Rejection	3
Call Block	3
Call Forward	4
Call Notify	5
Call Park	5
Call Pickup	6
Call Return	6
Call Transfer	6
Call Waiting	7
Caller ID	7-8
Do Not Disturb	8
Find Me	9
Last Number Redial	9
Push To Talk	9
Ready Conferencing	10
Selective Call Acceptance	10
Selective Call Forwarding	10
Shared Call Appearance	10
Speed Dial	11
Voicemail	11-12
Voicemail Message Waiting Indicator (MWI)	12
Voicemail to Email	12

### **Group Features**

Account/Authorization Codes	13-14
Auto Attendant	15-17
Call Park Group	17
Call Pickup Group	18
Corporate Directory	18
Hunt Group	18-19
Instant Group Call	19
Music On Hold	20

## Anonymous Call Rejection

Reject incoming callers who have blocked their directory or identifying information. Anonymous callers will hear an intercept message when they call your number.

### Internet Instructions:

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Anonymous Call Rejection**
4. To turn feature On, slide button to **On** position
5. Click **Save**
6. To turn feature Off, slide button to **Off** position
7. Click **Save**

### Telephone Instructions:

#### To Turn Feature On:

1. Dial **\*77**
2. Listen for a confirmation message stating your request was successful

#### To Turn Feature Off:

1. Dial **\*87**
2. Listen for a confirmation message stating your request was successful

### Anonymous Call Rejection Feature Interactions:

- **Call Forwarding:** Blocked calls will not be forwarded
- **Call Logs:** Blocked calls will not display on your call log
- **Call Return:** Blocked calls do not get stored, so the **Call Return** feature cannot be used to call a blocked call
- **Call Waiting:** Blocked calls will not be placed in the call waiting queue
- **Do Not Disturb:** Blocked calls will not be forwarded to **Voicemail** or given a busy signal
- **Hunt Group Numbers:** Anonymous Call Rejection will not work with **Hunt Groups**

## Call Block

Block unwanted callers

### Internet Instructions:

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Call Block**
4. To add a number:
  - Click **Add Number**
  - In the box provided, enter the 10-digit phone number you want to block
  - Click **Save**
5. To delete a number:
  - Click the check box in front of the number you want to delete
  - Click **Save**
6. To edit an existing number on your **Call Block** list:
  - Click the **Edit** option following the number you want to change
  - Make your changes
  - Click **Save**

**Note:** Use your **Call Log Incoming** information to help identify and block numbers. To block the number from the **Call Log**, click the check box in front of the phone number, and select **Block Number** from the **Select Action** box.

## Call Forward

Forward your callers to another number. Feature setting options include **Call Forward Always**, **Call Forward Busy Line**, **Call Forward Don't Answer** and **Call Forward Not Reachable**. **Call Forward Always** and **Call Forward Not Reachable** features can also be used for Disaster Recovery.

The following Call Forward features are available:

Call Forward Feature:	Forwards:
Call Forward Always	All calls
Call Forward Busy Line	When line is busy
Call Forward Don't Answer	When line is unanswered within a certain number of rings
Call Forward Not Reachable	When your phone is offline or unavailable

### Internet Instructions:

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Call Forwarding**
4. Locate the **Call Forward** feature you want to modify
5. To turn feature On, slide button to **On** position
6. Enter the 10-digit phone number where you want to forward your calls
7. If activating **Call Forward Don't Answer**, also select the appropriate number of rings from the drop down list
8. Click **Save**
9. To turn feature Off, slide button to **Off** position
10. Click **Save**

## Call Forward (Continued)

### Telephone Instructions:

Call Forward Feature:	To Activate Via Telephone:	To Deactivate Via Telephone:	Then:
Call Forward Always	1. Dial *72 2. Enter the destination's 10-digit phone number followed by the # key	Dial *73	Listen for a confirmation message or tone stating your request was successful
Call Forward Not Reachable	1. Dial *94 2. Enter the destination's 10-digit phone number followed by the # key	Dial *95	
Call Forward Busy Line or Call Forward Don't Answer	Telephone Activation/Deactivation is not available – Please set through your online account		

### Call Forward Feature Interactions:

- **Find Me:** **Find Me** overrides **Call Forward Always**. If **Find Me** is turned off, the phone will revert back to **Call Forward Always** status. We do not recommend using both features at the same time.
- **Voicemail:** If your **Call Forward Don't Answer Forward To** number shows **999**, your **Voicemail** ring cycle has been customized. To activate this feature, you must reset your **Voicemail** ring cycle back to 5.
- **Voicemail and/or Hunting:** **Call Forwarding Always, Busy Line, or Don't Answer** activation could interfere with these features

## Call Notify

Receive an email when incoming calls are received from specified numbers

### Internet Instructions:

1. Login to your Online Account
2. Click **Settings** on the **Features** list
3. Once the **Settings** screen appears, locate **Call Notify**
4. To activate, click **On**
5. Enter the email address where you want the notification sent
6. Select either **Any Phone Number** or **Following Phone Numbers**
7. If you selected **Following Phone Numbers**, select any of the options shown below:

Option:	Notifies when:
Any private number	Caller ID identifies caller as a private number
Any unavailable number	Caller ID information is unavailable
Specific phone numbers	Any specific 10-digit number(s) you have entered calls your number

8. Click **Save**
9. To deactivate, click **Off**
10. Click **Save**

**Note:** These *Emails* may not be accepted by your *Email* provider. If you haven't received your *Email* notification try adding **callnotify@voipinternetcable.net** to your *Email* account contact list. If you are still experiencing issues, you may be unable to use this feature with your existing *Email* provider at this time.

## Call Park

Place a call on hold so you can retrieve it from another extension. When ready, you can retrieve the call from any extension where **Call Park** has been turned on. You will be automatically called back if the call hasn't been answered by a preselected number of seconds.

### To park a call:

1. Press **Transfer** button
2. Dial **\*86** followed by the park destination extension number and the **#** key. Or if you want to park the call on your extension number, dial **#**.
3. After you hear a confirmation message, hang up

### To retrieve a parked call:

1. Dial **\*88** and the park destination extension number followed by **#**. If the call was parked on your extension number, just dial **\*88#**.

**Note:** If you don't have **Call Park** on your telephone or you want to change this feature, refer your request to your administrator. The **Call Park** feature must be **On** to park/retrieve calls.

## Call Pickup

Answer any ringing line within your call pickup group from your telephone

### Telephone Instructions:

1. Dial **\*89**
2. The number that has been ringing the longest in your **Call Pickup** group will be answered

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**Directed Call Pickup:** Answer a call to a specific number ringing at another location directly from your phone

### Telephone Instructions:

1. Dial **\*97** followed by the extension number you want to answer
2. You will be connected to the caller

**Note:** If you don't have **Call Pickup** on your telephone, refer your request to your administrator. The ringing call must be in your **Call Pickup Group** for this feature to work.

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## Call Return

Quickly dial the last incoming caller

**Call Return** cannot be used to return any of the following types of calls:

- Calls that went to your **Voicemail** box
- Calls from someone who has their **Caller ID** information blocked

### Telephone Instructions:

1. Dial **\*69**
2. The number of the last incoming caller will be dialed

**Note:** **Call Return** does not verify the number of the last incoming call. It only dials the number.

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## Call Transfer

Transfer a call to another employee or another telephone number

### Telephone Instructions:

1. Press **Transfer** button and input the number where you want to transfer the caller
2. If you don't want to introduce the caller, press your **Transfer** button again and the caller will be transferred
3. If you want to introduce the caller, do it prior to pressing your **Transfer** button again. Press **Cancel** on the display if the call is not answered and you don't want to send the caller to **Voicemail**.

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## Call Waiting

Switch to a new incoming call while you are already on another call

### Internet Instructions:

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Call Waiting**
4. To turn feature On, slide button to **On** position
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

### Telephone Instructions:

#### To Answer Via Telephone:

1. While on a call, a tone will sound alerting you that you have another call
2. You can put the existing caller on hold and accept the other call and alternate between the two calls using the **flash** button

#### To Turn Feature On:

1. Dial **\*56**
2. Listen for a confirmation message stating your request was successful

#### To Turn Feature Off:

1. Dial **\*57**
2. Listen for a confirmation message stating your request was successful

#### To Deactivate Per Call:

1. Dial **\*70**
2. Enter the 10-digit phone number you are calling. The area code must be entered even if the call is local.
3. **Call Waiting** is now disabled for this call only. Once the call disconnects, your **Call Waiting** feature is reactivated automatically.

## Caller ID

**Caller ID Inbound:** Identify your caller before picking up the telephone

### Internet Instructions:

#### Turn Caller ID Feature On/Off

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Caller ID**
4. To turn feature On, slide button to **On** position
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

**\*Note:** The **Off** option deactivates **Caller ID** for incoming calls to your phone, not outgoing calls you make.

### Telephone Instructions:

1. Wait two full rings when you receive an incoming call
2. Check the **Caller ID** reader for the name and number of the incoming call

## Caller ID (Continued)

**Outbound Caller ID Block:** Block your **Caller ID** information from displaying when you call someone

### Internet Instructions:

#### Turn Outbound Caller ID Block Feature On/Off

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Outbound Caller ID Block**
4. To turn feature On, slide button to **On** position
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

### Telephone Instructions:

Caller ID Block Option:	Telephone command:	Then:
Permanently block your <b>Caller ID</b> information from being delivered	<b>*68</b> – Activate <b>*81</b> – Deactivate <b>*82</b> – Deactivate permanent block for one call only	Listen for a confirmation message or tone
<b>Outgoing Caller ID Deactivation</b>	<b>*67</b> – Deactivates for one call only	Enter the 10-digit phone number you wish to call

## Do Not Disturb

Stop pages, calls or intercom messages. Instead, callers will receive a message stating you are busy and be sent to **Voicemail** if you have **Voicemail** activated. If your **Voicemail** is not activated, the caller will receive a busy signal.

### Internet Instructions:

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Do Not Disturb**
4. To turn feature On, slide button to **On** position
5. If you want a ring reminder, click the **Ring Reminder** check box
6. Click **Save**
7. To deactivate, click **Off**
8. Click **Save**

### Telephone Instructions:

#### To Turn Feature On:

1. Dial **\*78**
2. Listen for a confirmation message stating your request was successful
3. All incoming calls will receive a message stating you are busy

#### To Turn Feature Off:

1. Dial **\*79**
2. Listen for a confirmation message stating your request was successful
3. All incoming calls will now ring to your phone

## Find Me

Forward your calls to up to five alternate locations

### Internet Instructions:

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Find Me**
4. To turn feature On, slide button to **On** position
5. Select the Ring Type
  - **Sequential** (numbers are called in the order given)
  - **Parallel** (numbers are called simultaneously)
6. Enter the description name(s) and number(s) in the data fields provided
7. Click **Save**
8. To deactivate the feature, click **Off**
9. Click **Save**

### Find Me Feature Interactions:

- **Call Forward Always:** **Find Me** overrides **Call Forward Always**. If **Find Me** is turned off, the phone will revert back to **Call Forward Always** status. We do not recommend using both features at the same time.
- **Hunt Group:** Calls should not be forwarded to numbers that are included in a **Hunt Group**
- **Vicemail:** If **Find Me** is activated with **Sequential Ringing**, callers can press **#** at any time to leave a **Vicemail** message if Voicemail is activated

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## Last Number Redial

Quickly call the last number you called from your telephone keypad

### Telephone Instructions:

1. Dial **\*66** or press the **Redial** key on your phone. If you don't have a **Redial** key, see your telephone feature guide for instructions.
2. The last number you dialed from your phone will be redialed

## Push To Talk

Call another user and their phone will beep and activate the microphone and speaker to allow hands-free intercom speaking

### Internet Instructions:

1. Login to your Online Account
2. Click **Settings**
3. Click the **View/Edit** option following **Push to Talk**
4. **Auto Answer:** If you want to automatically answer **Push to Talk** calls, click **On**. Otherwise, click **Off**
5. **Outgoing Connection Type:** Select the appropriate connection type:
  - **One Way** activates a one way path. When **One Way** is chosen, the originator of the call can talk to the party receiving the call, but the party receiving the call cannot talk to the originator of the call.
  - **Two Way** sets up a two way path. It allows both the originator and the party receiving the call to talk to each other.
6. **Access List:** Select the appropriate **Access List** type:
  - Check **Allow Calls From Selected Users** to list the users who can use **Push To Talk** to call you
  - Check **Allow Calls From Everyone Except Selected Users** to accept **Push To Talk** calls from everyone except the listed users
7. **Available Users:** Highlight numbers and use the arrow key functions until you have identified everyone you want on your **Selected Users** list
8. Click **Save**

### Telephone Instructions:

1. Dial **\*50** and the 4-digit extension number of the person you wish to call
2. The **Push To Talk** intercom feature will work based on both your and the called person's **Push To Talk** settings

## Ready Conferencing

Create a conference call by adding up to five numbers

### Telephone Instructions:

1. Call the first person and press the **Conference** button
2. Listen for a dial tone and dial the second person
3. When the call is answered, press the **Conference** button to bridge the first and second person
4. Continue adding people by repeating these steps until up to six people (including yourself) are on the line
5. When you (the originator) hangs up, the call will be terminated

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## Selective Call Acceptance

Accept only certain incoming calls identified by you

### Internet Instructions:

1. Login to your online Account
2. Click **Settings**
3. Click the **View/Edit** option following **Selective Call Acceptance**
4. Once the screen appears, enter the 10-digit phone number(s) you want to accept
5. Click **Save**

**Warning:** All calls that do not meet the selected criteria will receive a message stating "The party you are trying to reach is not accepting calls at this time" and will not go to Voicemail

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## Selective Call Forwarding

Forward specific callers to specific locations

### Internet Instructions:

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Selective Call Forwarding**
4. To give clearance, enter the number you want forwarded into the **Number to Forward** field and click **On**
5. Enter the **Destination Name** and **Destination Number** in the fields provided
6. Once all the numbers and destinations are entered, click **Save**
7. When you no longer want a number forwarded, click **Off**
8. Click **Save**

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## Shared Call Appearance

Allow incoming calls to appear at multiple locations simultaneously. All phones with **Shared Call Appearance** can answer an incoming call, tell if someone is on the line or make a call from the shared number.

### Shared Call Appearance Feature Interactions:

- **Call Forward Always, Busy Line, or Don't Answer:** Activation of **Call Forward Always, Busy Line, or Don't Answer** could interfere with Shared Call Appearance
- **Call Forward Unreachable:** **Call Forward Unreachable** will not be activated until the main user and all Shared Call Appearances lose registration

## Speed Dial

Enter frequently dialed numbers for quick and simple access

### Internet Instructions:

To Set Up New Entries:	Modify Existing Contacts:
<ol style="list-style-type: none"><li>1. Login to your online account</li><li>2. Click <b>Settings</b></li><li>3. Click the <b>View/Edit</b> option following <b>Speed Dial</b></li><li>4. Click <b>Add Contact</b> and wait for a new screen to appear</li><li>5. Enter contact information, select <b>Primary Phone Number</b> heading you want to add to <b>Speed Dial</b> and then select a <b>Speed Dial</b> code from the drop down list</li><li>6. Click <b>Save</b></li></ol>	<ol style="list-style-type: none"><li>1. Login to your online account</li><li>2. Click <b>Settings</b></li><li>3. Click the <b>View/Edit</b> option following <b>Speed Dial</b></li><li>4. Click <b>Edit</b> following the name you want to modify and wait for the contact's information to appear</li><li>5. To delete a number, click <b>Delete</b></li><li>6. To edit a number, make the appropriate changes, and click <b>Save</b></li></ol>

### Telephone Instructions:

#### Set up Speed Dial via Telephone:

1. Listen for a dial tone
2. Dial \*75 and wait for the tone
3. Select a code from 01 through 20 and dial the code and the telephone number (Example: 03+800-555-1212)
4. Listen for a confirmation message stating your request was successful

#### Dialing Instructions:

1. Listen for a dial tone
2. Dial # and the specific 2-digit **Speed Dial** code for the number you wish to call and the call will be connected

## Voicemail

Send callers to your own personal **Voicemail** inbox when you are on another call, not at your office, or just too busy. You can retrieve your messages at a time that is convenient to you by phone, online account, or Email.

### Internet Instructions:

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Voicemail**
4. To turn feature On, slide button to **On** position
5. Select the appropriate number of rings from the drop down list
6. Click **Save**
7. To deactivate, click **Off**
8. Click **Save**
9. To listen to a message from the internet, click the **Account** tab, and then **Messages**
10. Then, you will have the following options:
  - o **Play:** To hear the message
  - o **Save:** To save the message to another location
  - o **Forward:** To send the message to someone via email
  - o **Delete:** To delete a message, click the check box in front of the message and select **Delete** from the **Select Option** drop down list
  - o **Block:** To block a caller, click the check box in front of the message and select **Block Number** from the **Select Option** drop down list

### Voicemail Feature Interactions:

- **Call Forward Don't Answer:** If you select a ring cycle other than **5** rings, your **Call Forward Don't Answer Forward To** number will automatically update to **9999** and become deactivated until you set this ring cycle back to **5**
- **Call Forwarding Always, Busy Line, or Don't Answer** activation can interfere with this feature

## *Voicemail (Continued)*

### **Telephone Instructions:**

#### **To Set Up Initially:**

1. Dial **\*98** from your phone
2. Enter temporary passcode **8642** and press the **#** key
3. You'll receive a prompt stating the passcode has expired
4. Enter a permanent passcode and press **#**
5. Re-enter your permanent passcode and press **#**
6. Follow the rest of the prompts to record your name and greetings

#### **To Access:**

1. Dial **\*98** from your phone. To access from a remote location, dial your telephone number and press **\*** when the greeting begins to play.
2. Enter your passcode and press the **#** key

#### **Main Voicemail Menu Options:**

- [1] To access your **Voicemail** box
- [3] Record your name
- [8] To change your passcode
- [9] To exit the voice portal
- [#] To repeat this menu

#### **Access Voicemail box options:**

- [1] To listen to your messages
- [2] To change your mailbox busy greeting
- [3] To change your mailbox no answer greeting
- [5] To compose and send a new message
- [7] To delete all messages
- [\*] To go to the ComPilot voice portal
- [#] To repeat this menu

## *Voicemail Message Waiting Indicator (MWI)*

Receive notifications when you have received a new **Voicemail** message. The **Message Waiting Indicator** will remain on the phone until the new message has been played.

## *Voicemail Message Waiting Indicator (MWI) (Continued)*

**Audible MWI:** Notifies you in the form of a "stutter dial tone" when a message is waiting to be retrieved

**Visual MWI:** Notifies you by triggering a light and/or notice on the display of your telephone when a message is waiting to be retrieved. The **Visual MWI** requires you to have a compatible telephone.

### **Internet Instructions:**

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Voicemail Message Waiting Indicator**
4. To turn feature On, slide button to **On** position
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

## *Voicemail to Email*

Your **Voicemail** messages can also appear in your Email inbox

### **Internet Instructions:**

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Voicemail to Email**
4. Enter the Email address where you would like your **Voicemail** messages forwarded
5. Click **Save**
6. To remove Email address information, press **Reset**
7. Click **Save**

**Note:** These **Emails** may not be accepted by your **Email** provider. If you do not receive your new **Voicemail** messages via **Email**, try adding **voicemail@voipinternetcable.net** to your **Email** account contact list to unblock the **Email** notifications. If you are still experiencing issues, you may be unable to use this feature with your existing **Email** provider at this time.

## Group Features

Turn features on/off for multiple people in your company. Some **Group** features such as **Auto Attendant** and **Account/Authorization Codes** are optional and will appear on your **Group** page only if you have subscribed to them.

### Account/Authorization Codes

Group calls for expense tracking and accounting purposes with **Account Codes**. Control long distance access and secure your phone lines with **Authorization Codes**.

#### Account Codes:

- Require a certain number of digits (2 thru 9) dialed to complete a call
- Will appear on the **Call Log Outgoing** and **Call Log All Calls** screens
- Are not validated except for length
- Can be captured on a per call basis via the **Allow Local and Toll-Free Calls without Account/Authorization Code** option

#### Authorization Codes:

- Require a valid **Authorization Code** to be entered to complete a call
- Will appear on the **Call Log Outgoing** and **Call Log All Calls** screens
- Are validated for any call made from a line entered as a **Restricted User** on the **Account/Authorization Codes Administration** screen

**Note:** Either **Account Codes** or **Authorization Codes** can be assigned at a location (not both at the same time).

### Account/Authorization Codes (Continued)

#### Internet Instructions:

1. Login to your Online Account
2. Click **Group**
3. Click the **View/Edit** option following **Account/Authorization Codes**
4. There are the following options available for **Account/Authorization Codes**:

Option:	Allows you to:
<b>Code Management</b>	<ul style="list-style-type: none"><li>• Add a new <b>Account</b> or <b>Authorization Code</b></li><li>• Edit an existing <b>Account</b> or <b>Authorization Code</b> by changing the <b>Description</b> or making the code <b>Active</b> or <b>Inactive</b></li></ul>
<b>Administration</b>	<ul style="list-style-type: none"><li>• Select the type (<b>Account</b> or <b>Authorization</b>) code you want</li><li>• Turn the feature <b>On</b> or <b>Off</b></li><li>• Set the number of digits for an <b>Account Code</b> or <b>Authorization Code</b></li><li>• Set the option to allow local and toll free calls without an <b>Account Code</b> or <b>Authorization Code</b></li><li>• Set individual <b>User</b> options</li></ul>
<b>Reports</b>	<ul style="list-style-type: none"><li>• Click in the Reports area to review reports</li><li>• Follow these steps:<ol style="list-style-type: none"><li>1. Choose the bill date and report type from the drop down list</li><li>2. Click <b>Run</b></li></ol></li></ul>

## Account/Authorization Codes (Continued)

### Code Management Option:

To Add An Account or Authorization Code:	To Edit An Existing Account or Authorization Code:
<ol style="list-style-type: none"><li>1. Click <b>Add Code</b> and wait for a new screen to appear</li><li>2. Input the new <b>Account//Authorization Code</b>. <b>Note:</b> The new <b>Account /Authorization Code</b> must be the appropriate number of digits entered on the <b>Administration screen</b> or you will receive an error.</li><li>3. Enter a <b>Description</b></li><li>4. If you want to enter a new code but make it <b>Inactive</b>, click the <b>InActive</b> checkbox</li><li>5. Click <b>Save</b></li></ol>	<ol style="list-style-type: none"><li>1. Click the <b>Edit</b> option following the code you want to change</li><li>2. To change the <b>Description</b>, type over the existing information.</li><li>3. To change the <b>InActive</b> status, toggle the checkbox. <b>Note:</b> When making a code active, the <b>Account/Authorization Code</b> must be the appropriate number of digits set on the <b>Administration Screen</b> or you will receive an error.</li><li>4. Click <b>Save</b></li></ol>

## Account/Authorization Codes (Continued)

### Administration Options:

#### Type:

- **Account Code On:** Select **Account Code On** when you need to track expenses but validation of code entered is not critical
- **Authorization Code On:** Select **Authorization Code On** when you want to restrict calling unless a valid code has been entered
- **Off:** Select the **Off** option when you want to turn **Account or Authorization Codes** off

#### Number of Digits:

- **Number of Digits:** Decide how many digits you want to be entered for the call to complete (between **2** and **9**)
- Select the number from the drop down list
- **Warning: Changing the number of digits will deactivate existing codes!**

#### Allow Local and Toll-Free Calls without Account/Authorization Code:

- Toggle check mark on to allow Local and Toll-Free Calling without **Account /Authorization Codes**
- Remove check mark to require **Account/Authorization Codes** for local and toll free calls

#### Non-Restricted/Restricted Users:

- Use the **Add/Remove/Add All/Remove All** options to identify users you want restricted or non-restricted or optional

**When all changes are complete, click Save**

## Auto Attendant

Provide your customers an automated receptionist that answers the phone with a personalized message providing up to nine (9) options for connecting to various people, departments, etc. Each **Auto Attendant** has its own extension or directory number.

Administrators can edit your **Auto Attendant** and modify hours of operation and holiday schedules via the subscriber site. If no **Time Schedule** is set, the default schedule is "Every Day All Day". **Auto Attendant** recordings can be recorded via the telephone.

### Internet Instructions:

#### To edit your Auto Attendant:

1. Login to your Online Account
2. Click **Group**
3. Click the **View/Edit** option following **Auto Attendant** you want to change
4. When the **Auto Attendant** screen appears, you can edit the following fields:
  - o **Active** (Use check box to make **Auto Attendant Active** or **Inactive**)
  - o **Name**
  - o **Calling Line ID** information
  - o **Time Zone**
  - o **Business Hours**
  - o **Holiday Schedule**
  - o **Scope of Extension Dialing** (set at **Enterprise** or **Group**)
  - o **Scope of Name Dialing** (set at **Enterprise** or **Group**)
  - o **Setup Business Hours Prompts**
  - o **Setup After Hours Prompts**.

## Auto Attendant (Continued)

### To Set Business Hours Prompts or After Hours Prompts:

1. Login to your Online Account
2. Click **Group**
3. Click the **View/Edit** option following the **Auto Attendant** you want to edit
4. Click on either the **Set Business Hours Prompts** or **Set After Hours Prompts** link
5. Select the option to either assign the **Standard Greeting** or upload a **Custom Greeting**. If uploading a **Custom Greeting**, use the **Choose File, Browse** option to locate the appropriate file and then click **Save**. Source files must be a wav file. Required format: CCITT u-Law or A-Law, 8kHz sampling rate, 8 bit Mono. The file can be up to 5 minutes in duration. More instructions can be found on the following page to setup or change your **Auto Attendant** greeting.
6. Assign **Descriptions** to the various key numbers customers can press to select **Auto Attendant** options
7. Assign an **Action**. The following **Actions** are available:
  - **Exit**
  - **Extension Dialing**
  - **Name Dialing**
  - **Repeat Menu**
  - **Transfer to Operator**
  - **Transfer With Prompt**
  - **Transfer Without Prompt**
8. If a **Transfer Action** is assigned, input the **Telephone Number** where the call should be sent
9. Click **Save**

### Tips:

1. List menu options in a predictable order
2. List **Transfer to the Operator** last (normally 0 option)
3. Callers who do not press a key are transferred to the Operator
4. Internal transfers require only an extension number

## Auto Attendant (Continued)

### Internet Instructions: (Continued)

#### To add a new Time Schedule:

1. Login to your Online Account
2. Click **Group**
3. Click the **View/Edit** option following **Auto Attendant**
4. Click the **Add** link under the Schedule you want to set up
5. Enter the **Time Schedule Name** (example: Customer Service)
6. Select the **Start Day, Start Time, AM or PM, and End Day, End Time, AM or PM**
7. Click **Save**

#### To edit an existing Time Schedule:

1. Login to your Online Account
2. Click **Group**
3. Click the **View/Edit** option following **Auto Attendant**
4. Click the **Edit** option following the appropriate **Time Schedule**
5. Make your changes
6. Click **Save**

## Auto Attendant (Continued)

### Telephone Instructions:

#### To setup or change your Auto Attendant greeting:

If you are:	Then:
Calling from an extension number on the network	<ol style="list-style-type: none"><li>1. Dial <b>9999</b></li><li>2. Press * (star)</li><li>3. Dial <b>9999</b></li><li>4. The default passcode is <b>8642</b> followed by #</li><li>5. Press <b>1</b> to change your <b>Auto Attendant</b> greeting</li><li>6. To change the:<ul style="list-style-type: none"><li>• <b>Business Hours Greeting</b>, press <b>1</b></li><li>• <b>After Hours Greeting</b>, press <b>2</b></li></ul></li><li>7. Follow the prompts</li></ol>
Calling from an extension number off the network (Note: Extension Dialing must be set up on the Auto Attendant menu to change your Auto Attendant Greeting from off the network)	<ol style="list-style-type: none"><li>1. Dial your <b>Auto Attendant</b> number</li><li>2. Press <b>1</b> (or the number you have set up for extension dialing option)</li><li>3. Dial <b>9999</b> (the extension of the party you are trying to reach)</li><li>4. Dial <b>9999</b> (your extension)</li><li>5. The default passcode is <b>8642</b> followed by #</li><li>6. Press <b>1</b> to change your <b>Auto Attendant</b> greeting</li><li>7. To change the:<ul style="list-style-type: none"><li>• <b>Business Hours Greeting</b>, press <b>1</b></li><li>• <b>After Hours Greeting</b>, press <b>2</b></li></ul></li><li>8. Follow the prompts</li></ol>

**Note:** If you have more than one **Auto Attendant**, you will be prompted for your **Auto Attendant** Number/Extension

## Auto Attendant (Continued)

### Telephone Instructions: (Continued)

#### Sample Custom Message:

- Welcome to “your company name”
- If you know the extension of the party you are trying to reach, press **1**
- To use our automated name directory, please press **2**
- To reach the Administration department, press **3**
- To reach Customer Service, press **4**
- To repeat the menu, press the **#** key
- To reach an Operator, press **0** or stay on the line

The previous sample custom message would be loaded on the internet with the following instructions:

1. Login to your Online Account
2. Click **Group**
3. Click the **View/Edit** option following **Auto Attendant**
4. Click the **Edit** option following the **Auto Attendant** you want to change
5. When the **Auto Attendant** screen appears, choose the option to **Set Business Hour Prompts**
6. Once the screen loads, select the option to upload a **Custom Greeting**. Use the **Choose File**, **Browse** option to locate the appropriate file and then click **Save**. Source files must be a wav file. Required format: CCITT u-Law or A-Law, 8kHz sampling rate, 8 bit Mono. The file can be up to 5 minutes in duration.
7. Then, enter the following information:

Key:	Description:	Action:	Telephone Number:
0	Group Operator	Transfer to operator	Input operator's #
1	Dial by extension	Extension Dialing	Not applicable
2	Dial by name	Name Dialing	Not applicable
3	Administration	Transfer with prompt	Input Administration's #
4	Customer service	Transfer with prompt	Input Customer Service's #
#	Repeat menu	Repeat menu	Not applicable

8. Click **Save**

## Call Park Group

Enable people within your organization to park and retrieve calls. **Call Park** must be turned on by the administrator for an extension to park/retrieve calls.

#### Internet Instructions:

1. Login to your Online Account
2. Click **Group**
3. Click **View/Edit** option following **Call Park**
4. Enter a value for the **Recall timer**. You will be automatically called back if it hasn't been answered by the number of seconds you have selected. Valid values are between 30 and 600 seconds.
5. Select a value for the **Display timer**. Valid values are between 2 and 15 seconds.
6. Enable **Parked Destination Announcement** to hear the announcement guiding you thru the **Call Park** process
7. Click on **Available** and **Selected Users** numbers and use the add/remove arrow option until your list is complete
8. Click **Save**

#### Telephone Instructions:

1. For instructions to park/retrieve calls, see the **Call Park** section of this **User Guide**

## Call Pickup Group

Enable people within your organization to answer each other's phones directly from their phone

### Internet Instructions:

1. Login to your Online Account
2. Click **Group**
3. Click **View/Edit** option following **Call Pickup**
4. Click on **Available** and **Selected Users** numbers and use the add/remove arrow option until your list is complete
5. Click **Save**

### Telephone Instructions:

1. For **Call Pickup** and **Directed Call Pickup** telephone instructions, see the **Call Pickup** section of this **User Guide**

## Corporate Directory

Access a list of names and extension numbers within your company directly from your phone.

**Note:** *This functionality is available for Polycom telephones.*

### Internet Instructions To Update the Corporate Directory:

1. Login to your Online Account
2. Click **Group**
3. Click **Manage Lines**
4. When the **Manage Lines** screen appears, make any necessary updates to this list
5. Click on the **Create Corporate Directory** link
6. Once the **Corporate Directory** has been created, the new directory will be added to your phones once you have rebooted them

### Telephone Instructions:

1. Press the **Directory** button on your phone
2. Scroll through the list of contacts
3. Dial a contact by highlighting the contact and pressing **Dial**

## Hunt Group

Utilize all your lines and prevent unnecessary busy signals. When a call is generated to a line that is busy, the call rolls over to the next number in the **Hunt Group**.

### Internet Instructions:

#### Access Via: Internet

1. Login to your online account
2. Click **Group**
3. Click the **Edit** option following the **Hunt Group** you want to change
4. You can modify the **Last Name** and **First Name Caller ID** information in the boxes provided
5. Select the appropriate **Hunt Style**:
  - **Circular:** Numbers are visited in order, starting with your 1<sup>st</sup> **Hunt Group** number, followed by the agent who has been idle the longest
  - **Regular:** Numbers are called in the same order; always starting with the same agent
  - **Simultaneous:** All phones ring at the same time
6. If you want to allow **Call Waiting** for numbers in the **Hunt Group**, click the box labeled: **Allow Call Waiting on Line**
7. If needed, select the option to **Skip to the Next Agent After** based on the specified number of rings chosen from the drop down list
8. Click on **Available** and **Selected User** numbers and use the add/remove option until your list is complete. You can also move numbers up/down from the **Selected User Order** list.
9. Click **Save**

## *Hunt Group (Continued)*

### **Hunt Group Interactions:**

- **Anonymous Call Rejection:** **Anonymous Call Rejection** will not work with Hunt Groups
- **Auto Attendant:** **Auto Attendant** numbers cannot be assigned in Hunt Groups
- **Call Forwarding Always, Busy Line or Don't Answer:** **Call Forwarding Always, Busy Line or Don't Answer** could interfere with Hunt Groups
- **Find Me:** If **Find Me** and **Voicemail** is activated, the caller will be directed to **Voicemail**
- **Hunt Groups:** The same number cannot be assigned as the first number in two different **Hunt Groups**

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## *Instant Group Call*

Combine **Instant Group Call** with **Push to Talk** and you can call a group for a hands-free intercom conference

### **Internet Instructions:**

1. Login to your Online Account
2. Click **Group**
3. Click **View/Edit** option following **Instant Group Call**
4. Edit the name for your **Instant Group Call** if needed
5. If you want to limit the amount of time someone is called, click the checkbox called **Enable Maximum Time For Unanswered Calls** and input the number of minutes
6. Input the numbers in the boxes provided that you want in your **Instant Group Call**
7. Click **Save**

## *Instant Group Call (Continued)*

### **Telephone Instructions (from the network):**

1. Dial your **Instant Group Call** extension. You can locate your **Instant Group Call** extension by clicking on **Group**, and then **Instant Group Call**.
2. Users that are entered in the call group will be alerted
3. If the call is not answered within the specified number of minutes, then that user is terminated from the call
4. If a user hangs up, the call will continue. Once the initiator hangs up, the call is over for everyone.

### **Instant Group Call Interactions:**

- **Push to Talk** and **Instant Group Call** can be used together to simulate a group intercom. Just dial \*50 (for **Push-To-Talk**) and your **Instant Group Call** extension number.

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## Music On Hold

Broadcast music or advertising to held callers. If **Music On Hold** is available, the feature will default to “**On**” on the web site. Custom music or messages can be loaded via your Online Account.

### Internet Instructions:

5. Login to your Online Account
6. Click **Group**
7. Click **View/Edit** option following **Music On Hold**
8. To turn feature **On**, slide button to **On** position
9. To modify your existing **Music On Hold**, select the music or message source you want played when the caller is on hold:
  - **Standard hold music file**, or
  - **Custom wav file**: Source files must be a wav file (Required format: CCITT u-Law or A-Law, 8kHz sampling rate, 8 bit Mono)
10. Click **Save**
11. To deactivate, click **Off**
12. Click **Save**

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