Quick User Guide - Jive 4.0

The Jive system has many user-level features available. Use this document as a quick reference guide to familiarize yourself with a new Jive system.

Thank you for choosing a Jive business phone system for your enterprise. This document lists the available user-level features, and will prepare you to begin using your Jive phones right away.

Call Features

Below are features common to all Jive phone systems. Instructions on how to access them on the Jive service are also included. Use of some of these features is dependent on your phone and account settings, and some features may not function similarly on all accounts. If you have any questions, please contact Jive Support at (801) 717-1556 for more information.

Voicemail Access

There are three ways that you can access your voicemail messages.

Directly from your phone:
1. Press the *Messages* button or dial *99
2. Enter the mailbox password (default is 0000)

Indirectly from another phone:
1. Dial *98
2. Enter the mailbox number
3. Enter the mailbox password (default is 0000)

Remotely from a non-Jive phone:
1. Call into your Jive system from any outside phone
2. Dial * when you hear your voicemail greeting
3. Enter the mailbox number
4. Enter the mailbox password (default is 0000)

Voicemail Greeting

Record your unavailable message on your phone or on the road.
1. Access your voicemail as described above
2. Dial 0 for mailbox options
3. Dial 1 to record your unavailable greeting

Transfer to Voicemail

Transfer a call directly to your co-worker's voicemail.
1. Initiate a blind transfer
2. Dial 0 followed by the extension (i.e. 01001)
3. Complete the transfer

Queue Access

Users may log into and out of multiple call queues. To log into a call queue, dial *13, then the [Queue Number].
To log back out of a queue, dial the same sequence.

Intercom

Jive has the ability to intercom, or immediately begin a conversation with co-workers.
1. Dial *
2. Dial an extension
3. Wait for connection or press Dial

Conference Bridge

Jive provides a conference bridge for multiple callers on a single line. You can conference with up to 10 concurrent people. Consult your PBX Administrator on how to access your conference bridge; it will require a password.

Phone Features

To find instructions on these and other phone-specific features, please visit us on the web at http://getjive.com/products/phones/ and select your specific phone model.

Call Forwarding

Forward your calls to a different extension within your office, or to an external telephone number, such as a mobile phone.

Call Transfer

Transfer a party with whom you are currently speaking to another person on your system, even at a different location.

Do Not Disturb

Send all of your incoming calls directly to your voicemail, bypassing your phone so that it never rings to disturb you.

Speed Dial

Assign line buttons to frequently-called contacts for quick access. They can be other extensions or external numbers.

Three-Way Conferencing

Immediately connect a third party at another extension or phone number to your currently active phone call.

For more information, please visit http://getjive.com/ or call (877) 548-3003.