

HOSTED PHONE QUICK TIPS

First Time Login - Set up your Voice Mailbox

Dial *97 from phone or Message button

- Enter password (*default is 0000*) if requested
- Press 0 to access mailbox
 - Press 1 to record unavailable (no answer or DND) message
 - Press 2 to record busy (on the phone) message
 - Press 3 to record your name (optional)
 - Press 5 to change your password from default

If your voice-mail is being directed to your email – be sure to white-list the telco.biz domain in your mail program

1. To **RETRIEVE** voicemail messages from your extension
 - a. Dial *97 or **Message** button and enter password, if requested
 - i. Press 1 to play message
 - ii. After the message has been played,
 - Press 5 to repeat message
 - Press 6 to listen to next message
 - Press 7 to delete message
 - b. When out of the office; access your voice-mail (this varies depending on your phone configuration) and while your message is playing, press *. You will be prompted for your password and then follow the usual navigation. *This feature is not enabled on all systems.*

2. To **TRANSFER** a call to an Extension or Group or Outside number;

While on a call....**DO NOT PRESS HOLD**

a. **Cold/Blind Unattended Transfer:**

- i. If the Extension or Group has a pre-programmed button, follow these instructions.
- ii. Simply press the button with the staff member or department name
- iii. Hang up

Otherwise, follow these instructions

- iv. Press the **TRANSFER** button
- v. Then enter the Extension, Group or 10-digit number.
- vi. Press the **TRANSFER** button again

b. **Warm Attended Transfer:**

- i. Press the ***2+** Extension #
- ii. It will call the Extension*
- iii. You will be connected to the person who answers the extension while the outside caller is on hold.
- iv. After consultation with the person who answered, simply hang-up to connect the outside caller with the dialed party

*If someone does not pick up the call will come back to you

3. To Transfer a call **Directly to Voice Mail** (without ringing extension)

- a. Press **TRANSFER - * - Extension - TRANSFER**
- b. Hang up

4. To **FORWARD** all calls to your Extension

- a. From your phone, enter ***72**, enter the Extension, Group or 10-digit number, and enter **#**.
- b. In order to turn call forwarding off, enter ***73#** in your phone.

5. To **PARK & RETRIEVE**

a. To **Park** a call

- i. While on a call....**DO NOT PRESS HOLD**
- ii. Press the button marked **PARK** or Dial **##70#**
- iii. The park queue number will be announced
 1. *Parked Queue 71 is Park-1*
 2. *Parked Queue 72 is Park-2 etc.*

b. To **RETRIEVE** the parked call

c. Press the button where the call is parked Park1, Park2...

[OR]

- Enter the call park queue number

6. To pick up a call ringing another Extension (if **Pick-up Group** is enabled)

- a. Dial ***8#** while the other phone is ringing

Dialing Tip – pressing **#** at the end of a dial string will execute the command a little quicker