




# Hosted VoIP PBX


## VOICEMAIL SETUP

To initially set up voicemail, press the  (Voicemail) key on your phone, enter your password which has been initially defaulted to 9999. Please be sure to change the password at initial setup. Passwords must be 4 digits long.

### SETTING UP VOICEMAIL

- Press the  (Voicemail) button
- Enter your password + “#”
- Press 0 for mailbox options
- Press 1 to record an unavailable greeting
- Press 2 to record a busy greeting
- Press 3 to record name
- Press 4 to record a temporary greeting
- Press 5 to change password
- Press \* to return to main menu
- Press # to repeat

### CHECKING YOUR VOICEMAIL FROM YOUR PHONE ONSITE

1. Press the  (Voicemail) button
2. Enter your password + “#”
3. Follow the prompts

### MAIN MENU OPTIONS

#### Press 1 to listen to messages

- \* = Rewind
- # = Fast Forward

#### Press 2 to change folders

#### Press 3 for advanced options

- Press 5 to leave a message for another user Press \* to return to the main menu

### TO ACCESS VOICEMAIL FROM ANY PHONE

- Business – dial \*5000
- Enterprise – dial \*98

### MAIL BOX OPTIONS AFTER LISTENING TO A MESSAGE

#### Press 3 for advanced options

- Press 1 to send reply
- Press 3 to hear envelope
- Press 5 to leave a message for another user
- Press \* to return to main menu

#### Press 5 to repeat current message

#### Press 6 to play next message

#### Press 7 to delete

#### Press 8 to forward to another user

#### Press 9 to save to folder

- Press 0 for new
- Press 1 for old
- Press 2 for work
- Press 3 for family
- Press 4 for friends
- Press \* to return to main menu
- Press # to exit

### CHECKING VOICEMAIL REMOTELY

*(For this option to work, your calls must go directly to an auto attendant.)*

1. Call your assigned access number
2. When you hear the auto attendant, press # (or option configured for voicemail) and follow prompts

VoiceMail Setup Rev 2.0

To get support you can email [support@usaphone.com](mailto:support@usaphone.com) and please include your Company name, details of your questions, and a callback phone number or call us at (856) 761-1000 and select option 1 during business hours to talk to a live support representative and if after business hours select option 8 for emergencies.



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## QUICK FEATURE GUIDE

<b>Feature</b>	<b>Activation Instruction</b>
<b>Blind Transfer</b>	<ul style="list-style-type: none"> <li>• Press Transfer + extension number or BLF + transfer</li> </ul>
<b>Attended Transfer</b>	<ul style="list-style-type: none"> <li>• Press Transfer</li> <li>• Dial the extension number you are trying to transfer the call to and then press the # or the Soft Key Transfer</li> <li>• When someone answers, announce call</li> <li>• Hang up and the call will be transferred</li> </ul>
<b>HandsFree Intercom</b>	<ul style="list-style-type: none"> <li>• Press intercom button + extension number + send (or Intercom + BLF)</li> </ul>
<b>Call Pickup</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>ENTERPRISE:</b> Dial *93 + extension number + # or send</li> <li><input type="checkbox"/> <b>BUSINESS:</b> Dial *8 + extension number + # or send</li> </ul>
<b>Transfer to Voicemail</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>ENTERPRISE:</b> Press transfer + * + extension + transfer</li> <li><input type="checkbox"/> <b>BUSINESS:</b> Press transfer + extension + * + transfer</li> </ul>
<b>Call Park</b>	<ul style="list-style-type: none"> <li>• Press an available park key (Park 1, Park 2, Park 3 etc....)</li> </ul>
<b>Retrieve Parked Call</b>	<ul style="list-style-type: none"> <li>• Press appropriate park key (Park 1, Park 2, Park 3 etc....)</li> </ul>
<b>Conference Calling</b>	<ul style="list-style-type: none"> <li>• While on the first call press the "Conference Soft Key"</li> <li>• Dial second party + dial or #</li> <li>• Press the "Conference Soft Key" again.</li> </ul>
<b>Paging to All Phones</b>	<ul style="list-style-type: none"> <li>• Press paging key and speak after you hear the tone (Available only if activated)</li> </ul>
<b>Conference Bridge</b>	<ul style="list-style-type: none"> <li>• At Auto Attendant, press your designated selection for Conference Bridge, then enter conference # and Password when prompted if provided</li> </ul>

Find out more about these and other features on our products page [www.usaphone.com/products](http://www.usaphone.com/products)