

Office Voice User Guide



User
Guide

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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**
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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 from your **Call Block** list:
 - Click the check box in front of the number you want to delete
 - Click **Delete**
6. To edit an existing number on your **Call Block** list:
 - Click **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	<ol style="list-style-type: none"> 1. Dial *72 2. Enter the destination's 10-digit phone number followed by the # key 	Dial *73	Listen for a confirmation message stating your request was successful
Call Forward Not Reachable	<ol style="list-style-type: none"> 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 and/or Hunting:** **Call Forwarding Always, Busy Line, or Don't Answer** activation could interfere with these features

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.

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.
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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
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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 Caller ID information from being delivered	*68 – Activate *81 – Deactivate *82 – Deactivate permanent block for one call only	Listen for a confirmation tone
Outgoing Caller ID Deactivation	*67 – 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
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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 turn the feature off, 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**
 - **Voicemail:** If **Find Me** is activated with **Sequential Ringing**, callers can press **#** at any time to leave a **Voicemail** 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

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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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">1. Login to your online account2. Click Settings3. Click the View/Edit option following Speed Dial4. Click Add Contact and wait for a new screen to appear5. Enter contact information, select Primary Phone Number heading you want to add to Speed Dial and then select a Speed Dial code from the drop down list6. Click Save	<ol style="list-style-type: none">1. Login to your online account2. Click Settings3. Click the View/Edit option following Speed Dial number you want to modify<ul style="list-style-type: none">• Make your changes and click Save• To delete a number, click Delete

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
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Three-Way Dialing

Chat with two people at the same time

Telephone Instructions:

1. While on the first call, press the **Flash** button
2. Listen for a dial tone
3. Dial your other party's number
4. When you are ready to add the original caller, press the **Flash** button again

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. To turn the feature off, click **Off**
 7. Click **Save**
 8. To listen to a message from the internet, click the **Account** tab, and then **Messages**
 9. 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
 - o **Delete**: To delete a message, click the check box in front of the message and select **Delete** from the **Select Option** drop down box
 - 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 box
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Voicemail (Continued)

Telephone Instructions:

To Set Up Initially:

5. Dial ***98** from your phone
6. Enter temporary passcode **8642** and press the **#** key
7. You'll receive a prompt stating the passcode has expired
8. Enter a permanent passcode and press **#**
9. Re-enter your permanent passcode and press **#**
10. 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
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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.

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**
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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.

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 1st **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
 - **Weighted Call Distribution**: Calls are randomly distributed to agents according to a configurable weight (at the end of the day everyone will have about the same number of calls)
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 box
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**
 - **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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