

Phone System Quick Reference

J&B Technology

Office: (810) 584-0092

<https://JBTechConsulting.com>

Making Calls

Call extension:	Dial [EXT]
Make outside phone call:	Dial [Phone number]
Intercom call:	Dial *11 + [EXT]
Block outbound Caller ID:	Dial *5 + [Phone number]

Answering Calls

Pickup ringing extension:	Dial *20*+ [EXT]
Pickup ringing Ring-group:	Dial *20*+ [EXT]
Pickup ringing queue call:	Dial *20*+ [EXT]

Checking Voicemail

From your extension:	Dial 999 or press message button on phone
From any extension:	Dial 999, then press #, then enter [EXT] of the voicemail you want to check
From outside line:	At voice prompt enter 999, then enter [EXT] and press #

Set Extension Status

Set extension status:	Available: Dial *30 Away: Dial *31 Do Not Disturb: Dial *32
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Transferring Calls

Attended (Warm) Transfer:	Press 'Transfer' or 'Tran' button Enter [EXT] for the extension you want to transfer the call to and then press OK or # Confirm transfer with destination party Press 'Transfer' or 'Tran' button again to complete the transfer
Blind (Cold) Transfer:	Press 'Transfer' or 'Tran' button Enter [EXT] for the extension you want to transfer the call to Press 'Transfer' or 'Tran' button again
Transfer to Voicemail:	Press 'Transfer' or 'Tran' button Enter *4[EXT] for the extension's voicemail you want to transfer to Press 'Transfer' or 'Tran' button again

Voicemail Menu Options

Main menu Options:	<ul style="list-style-type: none"> 1 - Change profile status (Available/Away/OOO) 3 - Dial a number 4 - Delete all read messages 5 - Record User ID (Name) 6 - Play mailbox information 7 - Change voicemail PIN number 8 - Change voicemail greeting
Playback Options:	<ul style="list-style-type: none"> * - Play unread messages 0 - Skip to the next message 1 - Skip to the previous message 2 - Repeat current message 3 - Delete the current message 4 - Call back 5 - Forward message to another EXT 9 - Voice mail menu options menu

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Three person Conference Call

Setup call:	<p>Call first party. Tell them to hold while you place the second call.</p> <p>Press the conference button on phone.</p> <p>Dial the second phone number.</p> <p>When 2nd party answers, press the conference button again.</p> <p>Both parties should be on the line.</p>
Split the conference into two individual calls:	<p>While hosting a conference call, press the Split button on the display.</p> <p>Both callers are put on hold.</p> <p>Select the individual caller: you may transfer each caller, put them on hold, speak with them or cancel the conference call.</p>

Emergency Code—Set Office to Open/Closed

<p>This feature allows non-administrative staff to override the phone system and set the system to a closed state. This would be used during inclement weather or other situations requiring the office to close. This feature must be enabled the administrator.</p>	
Set status to In Office:	Dial: * [secret code] + 1
Set status to Out of Office:	Dial: * [secret code] + 2
Set Phone System to Normal Schedule:	Dial: * [secret code]

Park/Pickup Calls

Park a call:	Select transfer and dial *01. Press send
Pickup a parked call:	Dial *11
Park a second call:	Select transfer and dial *02. Press send
Pickup the second call:	Dial *12

Hot Desking

Hot Desking allows certain phones to be used by multiple users, one at a time. Basically, the user would login to an available phone and start receiving their calls and voicemail. The feature must be enabled by the administrator.

Hotdesk login:	<p>Dial *77*[EXT]*</p> <p>The IVR service will answer the call and prompt the user to enter their voice mailbox PIN number.</p> <p>Upon completion a confirmation prompt is played and the device is programmed.</p>
Hotdesk logout:	Dial *77*5*

Using Billing Codes

Billing Codes allow you to tag specific calls with billing codes in order to produce reports. Billing codes can be assigned to each employee, each customer, or certain types of calls.

Tag phone call with billing code:	<p>Dial [phone number] + **[Billing Code]</p> <p>For example: Dial 18105840092 + **123</p> <p>This will dial 8105840092 and assign the billing code of 123.</p>
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