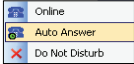
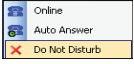






FRONT

SMB Calling Features Cheat Sheet

Call Back	(*)69 automatically dials the phone # of the last incoming call
Call Block	(*)67 before making a call will suppress caller's identity for that call only
Call Hold (on)	Flash/Hook (*)78 , leave the handset off of the phone
Call Hold (off)	Place the handset onto the phone
Call Transferring	Flash/Hook (*)90 and either the phone number or 4-digit extension followed by the (#) key; press Flash/Hook to connect transferred party
Call Waiting (on)	(*)70 [This is defaulted as on under normal circumstances]. Flash/Hook switch to receive the second call. Follow this procedure to alternate between the two phone calls
Call Waiting (off)	(*)71
Do Not Distrub (on)	(*)96
Do Not Disturb (off)	(*)97
Ext. to Ext. Dialing	Press the 4-digit extension followed by the (#) key
Fwd Phone Line (on)	(*)72 and phone number or 4-digit extension followed by the (#) key
Fwd Phone Line (off)	(*)73
Speed Dial (Corporate)	(*) followed by the speed dial number established [by users with administrative privileges] in the Web Dashboard/Preferences/Voice section
Speed Dial (Personal)	(*) followed by the speed dial # established [by the end user] in the Web Dashboard/Preferences/Voice section
Voicemail-Check Messages	Call your Voip Line and enter the password to access your voice message. Manage your personal voice options.

Microsoft Outlook Autoload Calling Features

Auto Answer	Allow calls to funnel through the softphone without having to click to answer	
Do Not Disturb	This will hide your softphone icon when the desk phone is ringing	
Microphone/Speaker Volume	Manage the volume of user's voice and listening by clicking on the option	
Journal	Click to Turn On and Off. This will log Softphone call duration, time, and phone number in Outlook Journal	
'Speed Dial' setup	Program up to 8 phone numbers for speed dial	
'Speed Dial' mode	Click to call one of the numbers on 'Speed Dial' setup	

BACK

Soft Phone Calling Features

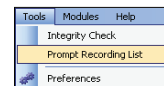
Auto Answer	Located at the bottom of the Console, Auto Answer allows calls to funnel through without having to click to answer
Do Not Disturb	Located at the bottom of the Console, this will hide the Softphone icon when the desk phone is ringing
Click to Call	Integrate Microsoft Outlook Contacts [only ones that have phone numbers will be integrated] on the softphone and click on a letter to pull up a specific entry. Click to call the entry of choice.
Personal Speed Dial	(*) followed by the speed dial # established [by the end user] in the Web Dashboard/Preferences/Voice/Speed Dial section
Corporate Speed Dial	(*) followed by the speed dial number established [by users with Administrative privileges] in the Web Dashboard/Preferences/Voice section
Auto Attendant Call Flow Creation/Modification	Users with Administrative privileges can utilize Modules/Auto Attendant to create and modify unlimited call flows. These can be used as a greeter, menu, or after hours application. Options on the Auto Attendant can be internal VoIP numbers, external phone numbers, additional menus (up to 3 total for the application), and GOTO (transfers to any options listed on the call flow)



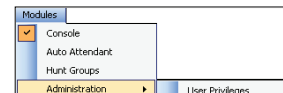
Hunt Group Call Flow Creation/Modifications	Users with Administrative privileges can utilize Modules/Hunt Group to create and modify unlimited call flows. Options on the Hunt Group can only be internal VoIP numbers.
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Recording Auto Attendant Call Flow	Auto Attendant/Tools/Prompt Recording-gives directions on how to record any of the menus shown on the call flow
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Managing User Privileges	Modules/Administration-allows one who has Administrative privileges to manage other user's privileges on the account such as administrative privileges, making calls from the softphone, and increasing mailbox storage. This also can be done through the Web Portal.
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Web portal address:
 Customer support phone number:
 Customer LOA fax number: