



202 E. Earll Drive, Suite 140 Phoenix, AZ 85012

**For Service and Support call: 855-266-9500**



Name: \_\_\_\_\_

Extension #: \_\_\_\_\_ DID #: \_\_\_\_\_

**NOTE:** To retrieve your voice mail remotely, dial your Ext or DID, wait for your greeting, press # + password

**Voice Mail Password: 1234 (default)**

**Remember to reset your Password For Security Reasons!**

### Feature List

**Call Fwd All :** To activate dial \*55+number, to deactivate dial \*58

**Three-way Calling:** Three-way calling allows you to create an instant conference call between yourself and other two parties. With your first call, press *Conference*, dial your next call, press *Conference*.

**Supervised Call Transfer:** While on a call, you can transfer and announce the call before transferring. Press *Transfer*, dial your second call, press *Send* soft key, announce the caller, press *Transfer* to complete. To cancel the transfer, press *Cancel* soft key.

**Blind Transfer:** While on a call, you can transfer and release the call without announcing the call before transferring. Press *Transfer*, press *Blind* soft key, dial your second call, press *Send* soft key. To cancel dialing, press *Cancel* soft key.

**Transfer to Voicemail:** To transfer a caller directly to a voicemail box, press the *Transfer* button, then \*99 + extension number, Press *Send*, listen for greeting, press *Transfer* to complete. To cancel dialing, press *Cancel* soft key.

**Call Park:** Call Park is similar to placing a call on hold, but you retrieve the call by dialing the code from another phone. Transfer, \*88, send. Press *Transfer* listen to the Park code, Press *Transfer* to complete the Park. To retrieve the call, from any phone dial \*89+ park code, Press send. Call will return if not answered in approx 45 seconds.

**Call Hold:** If you hang up the phone, you lose the call. Call Holding allows you to "hold" the call so the other person can't hear you. You can then return to your conversation by pressing the held line key. To place a call on hold, press the Hold key.

**Voice Mail:** Personalized voice mail is a service that allows callers to leave messages when you are not available to answer your phone. CloudConnect's voice mail allows you to record your own outgoing message. When calls are routed to your voice mail after a selectable number of rings, callers will hear your voice mail greeting and have the option to leave a message. Your voice message is optionally emailed to your inbox. To retrieve voice mail, dial the voicemail key and then your password. (\*86) Send.

**Voice Mail Tree:** Here is an outline of the commands available.

#### 1 - Listen to New messages

- 1 - Replay
- 2- Save
- 3- Delete
- 4- Skip to next message
- 5- Date & Time info
- 9- Previous Menu

#### 2 – Listen to Saved Messages

- 1 - Replay
- 2- Save
- 3- Delete
- 4- Skip to next message
- 5- Date & Time info
- 9- Previous Menu

#### 3 – Personal Options

- 1- Administrative Options
  - 1- Change voice mail password
  - 2- Email Notification - on or off
  - 3- Message Envelope - on or off
  - 9- Previous Menu

#### 2- Personal Greetings

##### 1- Record Personal Greetings

- 1-Listen, 2-Save, 3-ReRecord, 4-Delete
- 2- Change to Default Personal Greeting

##### 3- Record your name, also used in AA

#### Attendant Directory

- 1-Listen, 2-Save, 3-ReRecord, 4-Delete
- 9- Previous Menu

#### 9- Previous Menu

#### 9 – Disconnect

### Dialing Instructions

#### Calls to Internal Extensions:

Dial the extension, and press the soft key "Dial" button

#### Local Calls:

Local calls **within** your home area code (all calls require area code (10 Digits with or with or without the 1 in front) can be dialed using the ten digit telephone number of the party to be called. Dial the digits, and press the soft key "Dial" button

#### Domestic Long Distance Calls:

Long distance calls **outside** of your home metropolitan area and within the United States can be dialed using 1+ and then the ten-digit telephone number of the party to be called.