All About Voicemail

*97 – Retrieving Voicemail from Your Extension

You will be prompted for your password. Key in the your password (default password is the same as your extension number) and the auto attendant will announce, "You have XX new messages." Press 1 for new messages, Press 2 to change folders, Press 0 for mailbox options, Press * for help, Press # to exit.

Depending on your selection, you will be prompted through a number of steps to listen to, delete, or move your email (see voicemail commands).

In order to set up your personalized voicemail greetings, access your voicemail described above, and Press 0.

MailBox Options:

    Press 1 - to record your unavailable message
    Press 2 - to record your busy message
    Press 3 - to record your name
    Press 4 - to change your password
    Press * - to return to the main menu
    Press: # to exit

*98 – Retrieving Voicemail from Another Extension

If you are at a phone extension other than yours, dial *98 to receive your voicemail. Once you have keyed in *98, you will be prompted by the system to enter your: "Extension". Enter your extension number. You will be prompted again for , "Password". Enter your password. If you entered the correct extension and password combination, the system will infom you: "You have XX new messages. Press 1 for new messages, Press 2 to change folders, Press 0 for mail box options, Press * for help, Press # to exit.

Depending on your selection, you will be prompted through a number of steps to listen to, delete, or move your email (see voicemail commands).

All About Voicemail

Retrieve Your Voicemail from an External Phone

To retrieve your voicemail from an external phone (a phone not set up as an extension on your phone system) is as easy as simply calling your main number and retrieving your voicemail. This can be easily done if you have Interative Voice Response (IVR) enabled in your Voice Carrier system.

1. Call the corporate main phone number and when the IVR answers, dial your extension number prefixing it with an *. For example, if your extension number is 2100, when the IVR answers, dial *2100

2. Once the system recording starts, and requests to leave a voicemail, dial * again.

3. The system will ask for a password

4. Enter password followed by #

5. The system will then inform you of how many new and old messages are in your voicemail.

Voicemail Commands:

When you are listening to a voicemail, here are the commands to rewind and fast forward:

    Press *: Rewind three seconds
    Press #: Fast forward three seconds

After listening to the message, the voicemail commands are:

    Press 3: Advanced Options
    Press 4: Play Previous Message
    Press 5: Repeat Current Message
    Press 6: Play Next Message
    Press 7: Delete Message
    Press 8: Forward Message to Another User
    Press 9: Save Message
    Press *: Help
    Press #: Exit

Support Toll Free 1.888.830.6230

Voice Carrier
BETTER PHONE SERVICE

Voice Carrier Quick Reference Guide

Phone Commands

Direct: 650.376.1200
Toll Free: 888.494.4505

Address:

6541 Via del Oro, Suite A1
San Jose, CA. 95119

www.voicecarrier.com

Is My Phone Connected / Registered to the New Phone System?

*43 – Echo Test

The purpose of this test is to check to see if your phone is registered with Voice Carrier's hosted PBX. If you do not hear a response, "you are about to enter an echo test," try to reboot the router, switch and then the phone. Run test again, or call Voice Carrier technical support.

What is My Extension Number?

*65 – Extension Identification

Once your VoIP phone has been installed, you can check your extension number by dialing: *65. After dialing, the PBX will say the extension number back to you on the handset. If you get a fast-busy tone then the system is telling you that the phone is not connected properly and that they are not registered with the PBX.

To Transfer a Call to Another Extension

##Extension# – Call Transfer

This feature allows you to to transfer an active call to another extension. On most desktop phones there will be a "Trans" or "Xfer" keys that will allow you to simply press the key, enter the extension and hit the "Trans" or "Xfer" again to transfer the call. For example:

Trans: Extension Number: Trans
Xfer: Extension Number: Xfer

If no transfer keys exists on the phone,
then dial the following: ##Extension Number#

To Transfer a Call Direct to Voicemail

##*Extension# – Call Transfer to Another Extention's Voicemail

You can transfer an active call directly to voicemail to another parties voicemail without ringing the extension.
Example: ##*Extension Number#

To Forward All Calls to Another Extension | Cellphone

*72 – Call Forward All Activate

The call forward all activate feature will route all calls to a number you specify. To activate, key in: *72, then enter your extension, then the number including area code you wish all calls to forward to when prompted by the attendent.

Beware: Your phone WILL NOT RING while Call Forwarding is Activated!

To Deactivate All Calls to Another Extension | Cellphone

*73 - Call Forward All Deactivate

To deactivate call forwarding, key in *73 on your phone. The auto attendant will announce, call forward deactivated.

Automatic Call Forwarding if Your Extension is Busy

*90 – Auto Call Forwarding Busy Active

You can call forward your phone when it is busy by keying in *90. Key in the extension or phone number you want calls to be forwarded to followed by the "#". Your calls will be fowarded to the number when your phone is busy.

*91 – Auto Call Forwarding Busy Deactivate

Call forwarding busy deactivate by keying in *91 from your extension.

*92 – Auto Call Forwarding Busy Deactivate from Another Extension

You can deactivate call fowarding busy from any extension on the PBX by keying *92, entering your extension and #.

To Make All Calls Go Immediately to Voicemail

*78 – Do Not Disturb (DND) Activate

Key in *78 on your extension. The auto attendant will announce that Do Not Disturb is active.

Beware: Your phone WILL NOT RING while DND is Activated

To Start Receiving All Calls Again

*79 – Do Not Disturb Deactivate

Key in *79 on your extension. The auto attendant will announce that Do Not Disturb is deactivated.

To Toggle Between DND and No DND

*76 – Do Not Disturb Toggle

Activate Do-Not-Disturb (DND) by keying in *76. You will hear, "Do Not Disturb activated" on your receiver. If you key in *76 again, you will hear, "Do Not Disturb Deactivated." Thus, you can toggle between activate and deactivate.

To Intercom to Another Extensions' Speakerphone

*80 – Intercom

You can dial an extension and use the phone as an intercom (has to be a desktop VoIP phone with speakphone). Key in *80 [Extension] into your phone to intercom the desired extension you wish to intercom. The intercom will force the call to automatically answer without the recipient accepting the call. Audio will be available both ways.

Example: *802100
You may not able to page non-desktop phones

Pick Up Any Call Ringing within Your PBX

*8 – Call Pickup | Intercept

Pick up the handset and key in *8 when a phone call is ringing at another extension to intercept the call. This will allow you the pick up a call on any extension within the PBX. You can then transfer the call as required.