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VoiceMail Instructions

IP840G Enterprise IP Phone

Dial the voicemail access code (***1** by default) or press the **VoiceMail** Function Key. If your telephone forwards to a mailbox, you'll be logged in automatically. If not, you'll be asked for a mailbox and password.

Alternatively, dial ***2** to access the voicemail portal. Or call your telephone line from an outside telephone, such as a mobile phone.

When you hear your voicemail greeting prompt, dial ***** and you will access the voicemail portal. Enter your mailbox and password, then follow the prompts to navigate the menus.

Menu Structure

1: Listen to voicemail messages

3: Advanced options

- 1: Send reply
- 3: Hear message envelope
- *: Return to main menu

- 4: Play previous message
- 5: Repeat current message
- 6: Play next message

- 7: Delete current message
- 8: Forward message to another user
- 9: Save message in a folder
- *: Help / rewind during message playback
- #: Exit / skip forward during message playback

2: Change folders

- A menu is then played of existing folders
- #: Cancel

3: Advanced options

- *: Return to the main menu

0: Mailbox options

- 1: Record your unavailable message
- 2: Record your busy message
- 3: Record your name
- 4: Manage your temporary greeting
- 5: Change your password
- *: Return to the main menu

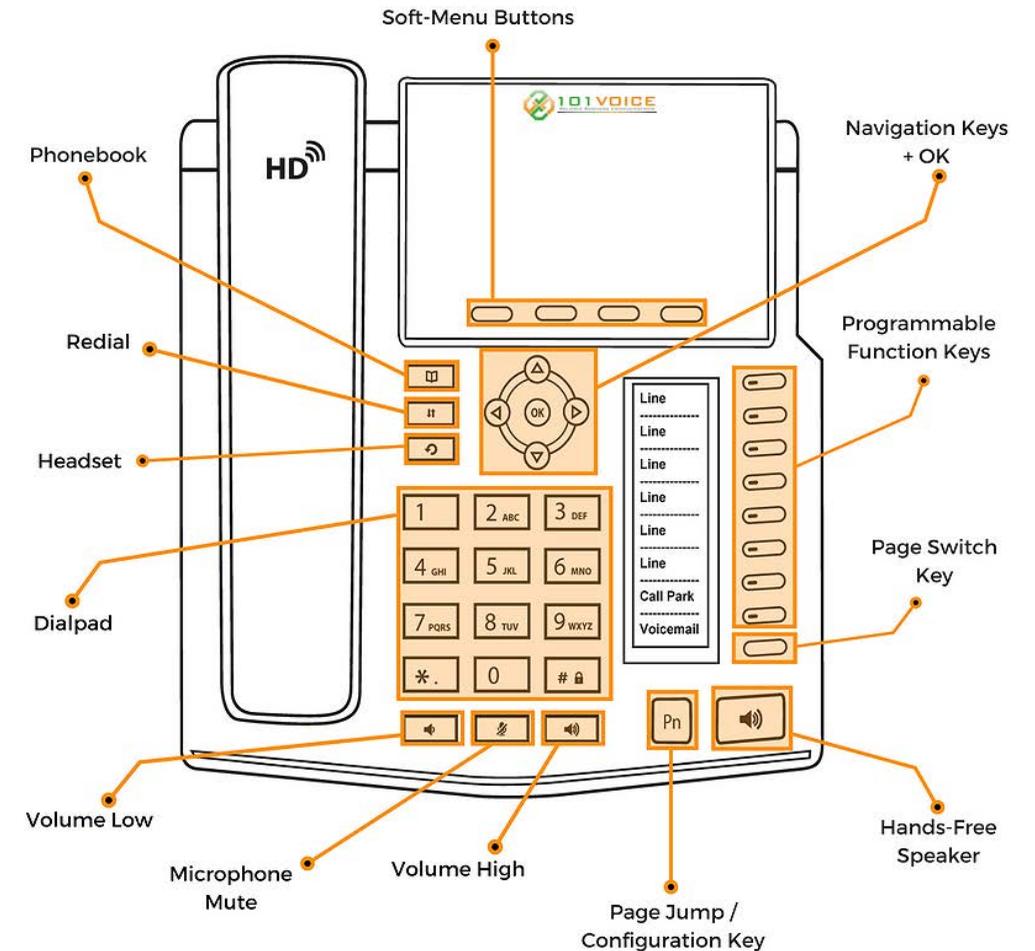
*: Return to the main menu

#: Exit

Function Codes

- * **67**, followed by phone number : **Hide Caller ID**
- * **72**, followed by phone number : **Set Call Forward**
- * **8**, followed by phone number : **Transfer to Voicemail**

- * **68** : **Play Last Caller ID**
- * **73** : **Cancel Call Forward**
- * **66** : **Dial by Name Menu**



| Key | Function |
|-----------------|--|
| OK | Access phone's menu / select sub-menu. |
| Telephone Lines | Select a line to make or answer a call, or place a call on hold. When PFK is flashing, press to retrieve a call on hold. |
| Key Pad | Use to dial a number, or enter a name. |
| LCD Screen | Displays menu, date/time, phone number/name, call status and soft keys. |

Making Calls

1. Enter the phone number on telephone dialpad.
2. Either pickup the handset, press the **Headset** button (if a headset's connected), press the **Speaker** button, or press the **Dial** softkey on the bottom of the LCD display.
3. To end the call, either hang up the handset, press **End** soft key, or press the **Speaker** button.

Tips:

- No need to dial **9** to make external system calls (outside line).
- No need to dial the Area Code if the destination number has the same Area Code as your phone's caller ID.
- No need to dial **1** before any phone numbers.
- No need to place an existing call on hold to take another call. You can simply switch calls by pressing the phone line Function Keys.

Accepting Calls

1. Either pick up the handset, press the **Headset** button (if a headset's connected), press the **Speaker** button, or press the **Answer** soft key on the LCD display.

Call Park/Orbit (System-Wide Hold)

(This function allows users to place an incoming call on system-wide hold, so the call can be retrieved from any phone within the location).

1. With the caller on the line, press the **Call Park** Function Key or dial **# * 7 #**.
2. Wait for about (2) seconds to hear the "Call Park extension number" (i.e. 701 or 702).
3. Then press the **End** soft key or hang up the handset (you must do this for the call to be in Park mode).
4. The Parked call can be retrieved via any phone by dialing the "Call Park extension number" within (2.5) minutes.

Tip:

- You should announce "You've got a call on 701" or "There's a call waiting for you on 702", etc.

Pick-Up

1. If a phone is ringing, users of other phones in the same pickup group may dial *** *** to intercept the call and bring it to their phone.

Conference Calls – 3-Party Audio Conferencing

1. While the 1st party is on the phone, press the **Conf** soft key at the bottom of the LCD display.
2. Dial the 2nd party phone number (internal or external phone number), then press the **Dial** soft key.
3. Press the **Conf** soft key again - to join the conference, use Navigation Keys (up or down) to select the caller on-hold and press **OK**.
4. You may press the **End** soft key to end the conference, or **Split** to split the callers.

Transferring Calls – Announced/Attended Transfer

1. While the 1st party is on the phone, press the **XFER** soft key, dial the number to transfer (internal or external), then press the **Dial** soft key.
2. Announce/notify the receiving party about the transfer.
3. Press the **XFER** soft key to complete the transfer, or press **End**, then **Resume** to return to the 1st party.

Transferring Calls – Unannounced/Blind Transfer

1. While the 1st party is on the phone, press the **XFER** soft key, dial the number to transfer to (internal or external), then press **XFER** again to complete the transfer.

Transferring Calls – Direct Voicemail Transfer

(This function allows users to transfer directly to an extension's voicemail without ringing the phone).

1. Press the **XFER** soft key, dial *** 8** followed by the destination mailbox number, then press **XFER** again.

Ring Type/Volume Selection

1. Press the **OK** navigation key, or the **Menu** soft key, to access the phone's menu.
2. Select **Settings**, then **Basic Settings**, then **Ring Settings**. Then select **Ring Type** or **Ring Volume**.