



## Office Voice User Guide

**\*\*\*\* WARNING \*\*\*\***

**E-911 Service Warning**

**Due to variables such as power outages, broadband outages, etc.,  
E-911 service may be unavailable from this phone.**

**[www.myakka.com](http://www.myakka.com)**

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## Anonymous Call Rejection

Reject incoming callers who have blocked their directory or identifying information. Anonymous callers will hear an intercept message when they call your number.

### Internet Instructions:

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Anonymous Call Rejection**
4. To turn feature On, slide button to **On** position
5. Click **Save**
6. To turn feature Off, slide button to **Off** position
7. Click **Save**

### Telephone Instructions:

#### To Turn Feature On:

1. Dial **\*77**
2. Listen for a confirmation message stating your request was successful

#### To Turn Feature Off:

1. Dial **\*87**
2. Listen for a confirmation message stating your request was successful

### Anonymous Call Rejection Feature Interactions:

- **Call Forwarding:** Blocked calls will not be forwarded
  - **Call Logs:** Blocked calls will not display on your call log
  - **Call Return:** Blocked calls do not get stored, so the **Call Return** feature cannot be used to call a blocked call
  - **Call Waiting:** Blocked calls will not be placed in the call waiting queue
  - **Do Not Disturb:** Blocked calls will not be forwarded to **Voicemail** or given a busy signal
  - **Hunt Group Numbers:** Anonymous Call Rejection will not work with **Hunt Groups**
- 

## Call Block

Block unwanted callers

### Internet Instructions:

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Call Block**
4. To add a number:
  - Click **Add Number**
  - In the box provided, enter the 10-digit phone number you want to block
  - Click **Save**
5. To delete a number from your **Call Block** list:
  - Click the check box in front of the number you want to delete
  - Click **Delete**
6. To edit an existing number on your **Call Block** list:
  - Click the **Edit** option following the number you want to change
  - Make your changes
  - Click **Save**

**Note:** Use your **Call Log Incoming** information to help identify and block numbers. To block the number from the **Call Log**, click the check box in front of the phone number, and select **Block Number** from the **Select Action** box.

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## Call Forward

Forward your callers to another number. Feature setting options include **Call Forward Always**, **Call Forward Busy Line**, **Call Forward Don't Answer** and **Call Forward Not Reachable**. **Call Forward Always** and **Call Forward Not Reachable** features can also be used for Disaster Recovery.

The following Call Forward features are available:

| Call Forward Feature:      | Forwards:  |
|----------------------------|--|
| Call Forward Always        | All calls  |
| Call Forward Busy Line     | When line is busy  |
| Call Forward Don't Answer  | When line is unanswered within a certain number of rings |
| Call Forward Not Reachable | When your phone is offline or unavailable                |

### Internet Instructions:

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Call Forwarding**
4. Locate the **Call Forward** feature you want to modify
5. To turn feature On, slide button to **On** position
6. Enter the 10-digit phone number where you want to forward your calls
7. If activating **Call Forward Don't Answer**, also select the appropriate number of rings from the drop down list
8. Click **Save**
9. To turn feature Off, slide button to **Off** position
10. Click **Save**

## Call Forward (Continued)

### Telephone Instructions:

| Call Forward Feature:                               | To Activate Via Telephone:   | To Deactivate Via Telephone: | Then:                                     |
|---|--|------------------------------|---|
| Call Forward Always                                 | <ol style="list-style-type: none"> <li>1. Dial <b>*72</b></li> <li>2. Enter the destination's 10-digit phone number followed by the # key</li> </ol> | Dial <b>*73</b>              | Listen for a confirmation message or tone |
| Call Forward Not Reachable                          | <ol style="list-style-type: none"> <li>1. Dial <b>*94</b></li> <li>2. Enter the destination's 10-digit phone number followed by the # key</li> </ol> | Dial <b>*95</b>              |   |
| Call Forward Busy Line or Call Forward Don't Answer | Telephone Activation/Deactivation is not available – Please set through your online account  |                              |   |

### Call Forward Feature Interactions:

- **Find Me:** **Find Me** overrides **Call Forward Always**. If **Find Me** is turned off, the phone will revert back to **Call Forward Always** status. We do not recommend using both features at the same time.
- **Voicemail:** If your **Call Forward Don't Answer Forward To** number shows **999**, your **Voicemail** ring cycle has been customized. To activate this feature, you must reset your **Voicemail** ring cycle back to 5.
- **Voicemail and/or Hunting:** **Call Forwarding Always, Busy Line, or Don't Answer** activation could interfere with these features

## Call Return

Quickly dial the last incoming caller

**Call Return** cannot be used to return any of the following types of calls:

- Calls that went to your **Voicemail** box
- Calls from someone who has their **Caller ID** information blocked

### Telephone Instructions:

1. Dial **\*69**
2. The number of the last incoming caller will be dialed

**Note:** *Call Return* does not verify the number of the last incoming call. It only dials the number.

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## Call Waiting

Switch to a new incoming call while you are already on another call

### Internet Instructions:

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Call Waiting**
4. To turn feature On, slide button to **On** position
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

### Telephone Instructions:

#### To Answer Via Telephone:

1. While on a call, a tone will sound alerting you that you have another call
2. You can put the existing caller on hold and accept the other call and alternate between the two calls using the **flash** button

#### To Turn Feature On:

1. Dial **\*56**
2. Listen for a confirmation message stating your request was successful

#### To Turn Feature Off:

1. Dial **\*57**
2. Listen for a confirmation message stating your request was successful

#### To Deactivate Per Call:

1. Dial **\*70**
  2. Enter the 10-digit phone number you are calling. The area code must be entered even if the call is local.
  3. **Call Waiting** is now disabled for this call only. Once the call disconnects, your **Call Waiting** feature is reactivated automatically.
-

## Caller ID

**Caller ID Inbound:** Identify your caller before picking up the telephone

### Internet Instructions:

#### Turn Caller ID Feature On/Off

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Caller ID**
4. To turn feature On, slide button to **On** position
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

*\*Note: The **Off** option deactivates **Caller ID** for incoming calls to your phone, not outgoing calls you make.*

### Telephone Instructions:

1. Wait two full rings when you receive an incoming call
  2. Check the **Caller ID** reader for the name and number of the incoming call
- 

## Caller ID (Continued)

**Outbound Caller ID Block:** Block your **Caller ID** information from displaying when you call someone

### Internet Instructions:

#### Turn Outbound Caller ID Block Feature On/Off

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Outbound Caller ID Block**
4. To turn feature On, slide button to **On** position
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

### Telephone Instructions:

| Caller ID Block Option:  | Telephone command:  | Then:  |
|--|---|--|
| Permanently block your <b>Caller ID</b> information from being delivered | <b>*68</b> – Activate<br><b>*81</b> – Deactivate<br><b>*82</b> – Deactivate permanent block for one call only | Listen for a confirmation message or tone        |
| <b>Outgoing Caller ID</b> Deactivation                                   | <b>*67</b> – Deactivates for one call only  | Enter the 10-digit phone number you wish to call |

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## Do Not Disturb

Stop pages, calls or intercom messages. Instead, callers will receive a message stating you are busy and be sent to **Voicemail** if you have **Voicemail** activated. If your **Voicemail** is not activated, the caller will receive a busy signal.

### Internet Instructions:

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Do Not Disturb**
4. To turn feature On, slide button to **On** position
5. If you want a ring reminder, click the **Ring Reminder** check box
6. Click **Save**
7. To deactivate, click **Off**
8. Click **Save**

### Telephone Instructions:

#### To Turn Feature On:

1. Dial **\*78**
2. Listen for a confirmation message stating your request was successful
3. All incoming calls will receive a message stating you are busy

#### To Turn Feature Off:

1. Dial **\*79**
  2. Listen for a confirmation message stating your request was successful
  3. All incoming calls will now ring to your phone
- 

## Find Me

Forward your calls to up to five alternate locations

### Internet Instructions:

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Find Me**
4. To turn feature On, slide button to **On** position
5. Select the Ring Type
  - **Sequential** (numbers are called in the order given)
  - **Parallel** (numbers are called simultaneously)
6. Enter the description name(s) and number(s) in the data fields provided
7. Click **Save**
8. To deactivate, click **Off**
9. Click **Save**

### Find Me Feature Interactions:

- **Call Forward Always: Find Me** overrides **Call Forward Always**. If **Find Me** is turned off, the phone will revert back to **Call Forward Always** status. We do not recommend using both features at the same time.
  - **Hunt Group:** Calls should not be forwarded to numbers that are included in a **Hunt Group**
  - **Voicemail:** If **Find Me** is activated with **Sequential Ringing**, callers can press **#** at any time to leave a **Voicemail** message if Voicemail is activated
-

## Last Number Redial

Quickly call the last number you called from your telephone keypad

### Telephone Instructions:

1. Dial **\*66** or press the **Redial** key on your phone. If you don't have a **Redial** key, see your telephone feature guide for instructions.
2. The last number you dialed from your phone will be redialed

## Selective Call Forwarding

Forward specific callers to specific locations

### Internet Instructions:

1. Login to your online account
  2. Click **Settings**
  3. Click the **View/Edit** option following **Selective Call Forwarding**
  4. To give clearance, enter the number you want forwarded into the **Number to Forward** field and click **On**
  5. Enter the **Destination Name** and **Destination Number** in the fields provided
  6. Once all the numbers and destinations are entered, click **Save**
  7. When you no longer want a number forwarded, click **Off**
  8. Click **Save**
- 

## Speed Dial

Enter frequently dialed numbers for quick and simple access

### Internet Instructions:

| To Set Up New Entries:  | Modify Existing Contacts:  |
|---|--|
| <ol style="list-style-type: none"><li>1. Login to your online account</li><li>2. Click <b>Settings</b></li><li>3. Click the <b>View/Edit</b> option following <b>Speed Dial</b></li><li>4. Click <b>Add Contact</b> and wait for a new screen to appear</li><li>5. Enter contact information, select <b>Primary Phone Number</b> heading you want to add to <b>Speed Dial</b> and then select a <b>Speed Dial</b> code from the drop down list</li><li>6. Click <b>Save</b></li></ol> | <ol style="list-style-type: none"><li>1. Login to your online account</li><li>2. Click <b>Settings</b></li><li>3. Click the <b>View/Edit</b> option following <b>Speed Dial</b> number you want to modify<ul style="list-style-type: none"><li>• Make your changes and click <b>Save</b></li><li>• To delete a number, click <b>Delete</b></li></ul></li></ol> |

### Telephone Instructions:

#### Set up Speed Dial via Telephone:

1. Listen for a dial tone
2. Dial **\*75** and wait for the tone
3. Select a code from 01 through 20 and dial the code and the telephone number (Example: 03+800-555-1212)
4. Listen for a confirmation message stating your request was successful

#### Dialing Instructions:

1. Listen for a dial tone
  2. Dial # and the specific 2-digit **Speed Dial** code for the number you wish to call and the call will be connected
-



## Three-Way Dialing

Chat with two people at the same time

### Telephone Instructions:

1. While on the first call, press the **Flash** button
2. Listen for a dial tone
3. Dial your other party's number
4. When you are ready to add the original caller, press the **Flash** button again

## Voicemail

Send callers to your own personal **Voicemail** inbox when you are on another call, not at your office, or just too busy. You can retrieve your messages at a time that is convenient to you by phone, online account, or Email.

### Internet Instructions:

1. Login to your online account
  2. Click **Settings**
  3. Click the **View/Edit** option following **Voicemail**
  4. To turn feature On, slide button to **On** position
  5. Select the appropriate number of rings from the drop down list.
  6. Click **Save**
  7. To deactivate, click **Off**
  8. Click **Save**
  9. To listen to a message from the internet, click the **Account** tab, and then **Messages**
  10. Then, you will have the following options:
    - o **Play:** To hear the message
    - o **Save:** To save the message to another location
    - o **Forward:** To send the message to someone via email
    - o **Delete:** To delete a message, click the check box in front of the message and select **Delete** from the **Select Option** drop down box
    - o **Block:** To block a caller, click the check box in front of the message and select **Block Number** from the **Select Option** drop down box
- 

## Voicemail (Continued)

### Telephone Instructions:

#### To Set Up Initially:

1. Dial **\*98** from your phone
2. Enter temporary passcode **8642** and press the **#** key
3. You'll receive a prompt stating the passcode has expired
4. Enter a permanent passcode and press **#**
5. Re-enter your permanent passcode and press **#**
6. Follow the rest of the prompts to record your name and greetings

#### To Access:

1. Dial **\*98** from your phone. To access from a remote location, dial your telephone number and press **\*** when the greeting begins to play.
2. Enter your passcode and press the **#** key

#### Main Voicemail Menu Options:

- [1]** To access your **Voicemail** box
- [3]** Record your name
- [8]** To change your passcode
- [9]** To exit the voice portal
- [#]** To repeat this menu

#### Access Voicemail box options:

- [1]** To listen to your messages
  - [2]** To change your mailbox busy greeting
  - [3]** To change your mailbox no answer greeting
  - [5]** To compose and send a new message
  - [7]** To delete all messages
  - [\*]** To go to the ComPilot voice portal
  - [#]** To repeat this menu
-

## *Voicemail Message Waiting Indicator (MWI)*

Receive notifications when you have received a new **Voicemail** message. The **Message Waiting Indicator** will remain on the phone until the new message has been played.

**Audible MWI:** Notifies you in the form of a “stutter dial tone” when a message is waiting to be retrieved

**Visual MWI:** Notifies you by triggering a light and/or notice on the display of your telephone when a message is waiting to be retrieved. The **Visual MWI** requires you to have a compatible telephone.

### **Internet Instructions:**

1. Login to your online account
  2. Click **Settings**
  3. Click the **View/Edit** option following **Voicemail Message Waiting Indicator**
  4. To turn feature On, slide button to **On** position
  5. Click **Save**
  6. To deactivate, click **Off**
  7. Click **Save**
- 

## *Voicemail to Email*

Your **Voicemail** messages can also appear in your Email inbox

### **Internet Instructions:**

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Voicemail to Email**
4. Enter the Email address where you would like your **Voicemail** messages forwarded
5. Click **Save**
6. To remove Email address information, press **Reset**
7. Click **Save**

**Note:** *These Emails may not be accepted by your Email provider. If you do not receive your new **Voicemail** messages via Email, try adding [voicemail@voipinternetcable.net](mailto:voicemail@voipinternetcable.net) to your Email account contact list to unblock the Email notifications. If you are still experiencing issues, you may be unable to use this feature with your existing Email provider at this time.*

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## Group Features

Turn features on/off for multiple people in your company. Some **Group** features such as **Auto Attendant** and **Account/Authorization Codes** are optional and will appear on your **Group** page only if you have subscribed to them.

## Account/Authorization Codes

Group calls for expense tracking and accounting purposes with **Account Codes**. Control long distance access and secure your phone lines with **Authorization Codes**.

### Account Codes:

- Require a certain number of digits (2 thru 9) dialed to complete a call
- Will appear on the **Call Log Outgoing** and **Call Log All Calls** screens
- Are *not* validated except for length
- Can be captured on a per call basis via the **Allow Local and Toll-Free Calls without Account/Authorization Code** option

### Authorization Codes:

- Require a valid **Authorization Code** to be entered to complete a call
- Will appear on the **Call Log Outgoing** and **Call Log All Calls** screens
- Are validated for any call made from a line entered as a **Restricted User** on the **Account/Authorization Codes Administration** screen

**Note:** Either **Account Codes** or **Authorization Codes** can be assigned at a location (not both at the same time).

## Account/Authorization Codes (Continued)

### Internet Instructions:

1. Login to your Online Account
2. Click **Group**
3. Click the **View/Edit** option following **Account/Authorization Codes**
4. There are the following options available for **Account/Authorization Codes**:

| Option:                | Allows you to:  |
|------------------------|---|
| <b>Code Management</b> | <ul style="list-style-type: none"> <li>• Add a new <b>Account</b> or <b>Authorization Code</b></li> <li>• Edit an existing <b>Account</b> or <b>Authorization Code</b> by changing the <b>Description</b> or making the code <b>Active</b> or <b>Inactive</b></li> </ul>  |
| <b>Administration</b>  | <ul style="list-style-type: none"> <li>• Select the type (<b>Account</b> or <b>Authorization</b>) code you want</li> <li>• Turn the feature <b>On</b> or <b>Off</b></li> <li>• Set the number of digits for an <b>Account Code</b> or <b>Authorization Code</b></li> <li>• Set the option to allow local and toll free calls without an <b>Account Code</b> or <b>Authorization Code</b></li> <li>• Set individual <b>User</b> options</li> </ul> |
| <b>Reports</b>         | <ul style="list-style-type: none"> <li>• Click in the Reports area to review reports</li> <li>• Follow these steps:               <ol style="list-style-type: none"> <li>1. Choose the bill date and report type from the drop down list</li> <li>2. Click <b>Run</b></li> </ol> </li> </ul>  |

Account/Authorization Codes (Continued)

Code Management Option:

| To Add An Account or Authorization Code:   | To Edit An Existing Account or Authorization Code:  |
|--|---|
| <ol style="list-style-type: none"> <li>1. Click <b>Add Code</b> and wait for a new screen to appear</li> <li>2. Input the new <b>Account//Authorization Code</b>. <i>Note: The new Account /Authorization Code must be the appropriate number of digits entered on the Administration screen or you will receive an error.</i></li> <li>3. Enter a <b>Description</b></li> <li>4. If you want to enter a new code but make it <b>InActive</b>, click the <b>InActive</b> checkbox</li> <li>5. Click <b>Save</b></li> </ol> | <ol style="list-style-type: none"> <li>1. Click the <b>Edit</b> option following the code you want to change</li> <li>2. To change the <b>Description</b>, type over the existing information.</li> <li>3. To change the <b>InActive</b> status, toggle the checkbox. <i>Note: When making a code active, the Account/Authorization Code must be the appropriate number of digits set on the Administration Screen or you will receive an error.</i></li> <li>4. Click <b>Save</b></li> </ol> |

Account/Authorization Codes (Continued)

Administration Options:

Type:

- **Account Code On:** Select **Account Code On** when you need to track expenses but validation of code entered is not critical
- **Authorization Code On:** Select **Authorization Code On** when you want to restrict calling unless a valid code has been entered
- **Off:** Select the **Off** option when you want to turn **Account or Authorization Codes** off

Number of Digits:

- **Number of Digits:** Decide how many digits you want to be entered for the call to complete (between **2** and **9**)
- Select the number from the drop down list
- **Warning: Changing the number of digits will deactivate existing codes!**

**Allow Local and Toll-Free Calls without Account/Authorization Code:**

- Toggle check mark on to allow Local and Toll-Free Calling without **Account /Authorization Codes**
- Remove check mark to require **Account/Authorization Codes** for local and toll free calls

**Non-Restricted/Restricted Users:**

- Use the **Add/Remove/Add All/Remove All** options to identify users you want restricted or non-restricted or optional

When all changes are complete, click **Save**

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## Auto Attendant

Provide your customers an automated receptionist that answers the phone with a personalized message providing up to nine (9) options for connecting to various people, departments, etc. Each **Auto Attendant** has its own extension or directory number.

Administrators can edit your **Auto Attendant** and modify hours of operation and holiday schedules via the subscriber site. If no **Time Schedule** is set, the default schedule is “**Every Day All Day**”. **Auto Attendant** recordings can be recorded via the telephone.

### Internet Instructions:

#### To edit your Auto Attendant:

1. Login to your Online Account
2. Click **Group**
3. Click the **View/Edit** option following **Auto Attendant** you want to change
4. When the **Auto Attendant** screen appears, you can edit the following fields:
  - **Active** (Use check box to make **Auto Attendant Active** or **Inactive**)
  - **Name**
  - **Calling Line ID** information
  - **Time Zone**
  - **Business Hours**
  - **Holiday Schedule**
  - **Scope of Extension Dialing** (set at **Enterprise** or **Group**)
  - **Scope of Name Dialing** (set at **Enterprise** or **Group**)
  - **Setup Business Hours Prompts**
  - **Setup After Hours Prompts.**

## Auto Attendant (Continued)

### To Set Business Hours Prompts or After Hours Prompts:

1. Login to your Online Account
2. Click **Group**
3. Click the **View/Edit** option following the **Auto Attendant** you want to edit
4. Click on either the **Set Business Hours Prompts** or **Set After Hours Prompts** link
5. Select the option to either assign the **Standard Greeting** or upload a **Custom Greeting**. If uploading a **Custom Greeting**, use the **Choose File, Browse** option to locate the appropriate file and then click **Save**. Source files must be a wav file. Required format: CCITT u-Law or A-Law, 8kHz sampling rate, 8 bit Mono. The file can be up to 5 minutes in duration. More instructions can be found on the following page to setup or change your **Auto Attendant** greeting.
6. Assign **Descriptions** to the various key numbers customers can press to select **Auto Attendant** options
7. Assign an **Action**. The following **Actions** are available:
  - **Exit**
  - **Extension Dialing**
  - **Name Dialing**
  - **Repeat Menu**
  - **Transfer to Operator**
  - **Transfer With Prompt**
  - **Transfer Without Prompt**
8. If a **Transfer Action** is assigned, input the **Telephone Number** where the call should be sent
9. Click **Save**

### Tips:

1. List menu options in a predictable order
2. List **Transfer to the Operator** last (normally 0 option)
3. Callers who do not press a key are transferred to the Operator
4. Internal transfers require only an extension number

## Auto Attendant (Continued)

### Internet Instructions: (Continued)

#### To add a new Time Schedule:

1. Login to your Online Account
2. Click **Group**
3. Click the **View/Edit** option following **Auto Attendant**
4. Click the **Add** link under the Schedule you want to set up
5. Enter the **Time Schedule Name** (example: Customer Service)
6. Select the **Start Day, Start Time, AM or PM, and End Day, End Time, AM or PM**
7. Click **Save**

#### To edit an existing Time Schedule:

1. Login to your Online Account
2. Click **Group**
3. Click the **View/Edit** option following **Auto Attendant**
4. Click the **Edit** option following the appropriate **Time Schedule**
5. Make your changes
6. Click **Save**

## Auto Attendant (Continued)

### Telephone Instructions:

#### To setup or change your Auto Attendant greeting:

| If you are:  | Then:   |
|--|---|
| Calling from an extension number on the network  | <ol style="list-style-type: none"><li>1. Dial <b>9999</b></li><li>2. Press * (star)</li><li>3. Dial <b>9999</b></li><li>4. The default passcode is <b>8642</b> followed by #</li><li>5. Press <b>1</b> to change your <b>Auto Attendant</b> greeting</li><li>6. To change the:<ul style="list-style-type: none"><li>• <b>Business Hours Greeting</b>, press <b>1</b></li><li>• <b>After Hours Greeting</b>, press <b>2</b></li></ul></li><li>7. Follow the prompts</li></ol>  |
| Calling from an extension number off the network (Note: Extension Dialing must be set up on the Auto Attendant menu to change your Auto Attendant Greeting from off the network) | <ol style="list-style-type: none"><li>1. Dial your <b>Auto Attendant</b> number</li><li>2. Press <b>1</b> (or the number you have set up for extension dialing option)</li><li>3. Dial <b>9999</b> (the extension of the party you are trying to reach)</li><li>4. Dial <b>9999</b> (your extension)</li><li>5. The default passcode is <b>8642</b> followed by #</li><li>6. Press <b>1</b> to change your <b>Auto Attendant</b> greeting</li><li>7. To change the:<ul style="list-style-type: none"><li>• <b>Business Hours Greeting</b>, press <b>1</b></li><li>• <b>After Hours Greeting</b>, press <b>2</b></li></ul></li><li>8. Follow the prompts</li></ol> |

**Note:** If you have more than one **Auto Attendant**, you will be prompted for your **Auto Attendant** Number/Extension

## Auto Attendant (Continued)

### Telephone Instructions: (Continued)

#### Sample Custom Message:

- Welcome to “**your company name**”
- If you know the extension of the party you are trying to reach, press **1**
- To use our automated name directory, please press **2**
- To reach the Administration department, press **3**
- To reach Customer Service, press **4**
- To repeat the menu, press the **#** key
- To reach an Operator, press **0** or stay on the line

The previous sample custom message would be loaded on the internet with the following instructions:

1. Login to your Online Account
2. Click **Group**
3. Click the **View/Edit** option following **Auto Attendant**
4. Click the **Edit** option following the **Auto Attendant** you want to change
5. When the **Auto Attendant** screen appears, choose the option to **Set Business Hour Prompts**
6. Once the screen loads, select the option to upload a **Custom Greeting**. Use the **Choose File, Browse** option to locate the appropriate file and then click **Save**. Source files must be a wav file. Required format: CCITT u-Law or A-Law, 8kHz sampling rate, 8 bit Mono. The file can be up to 5 minutes in duration.
7. Then, enter the following information:

| Key: | Description:      | Action:              | Telephone Number:          |
|------|-------------------|----------------------|----------------------------|
| 0    | Group Operator    | Transfer to operator | Input operator's #         |
| 1    | Dial by extension | Extension Dialing    | Not applicable             |
| 2    | Dial by name      | Name Dialing         | Not applicable             |
| 3    | Administration    | Transfer with prompt | Input Administration's #   |
| 4    | Customer service  | Transfer with prompt | Input Customer Service's # |
| #    | Repeat menu       | Repeat menu          | Not applicable             |

8. Click **Save**

## Hunt Group

Utilize all your lines and prevent unnecessary busy signals. When a call is generated to a line that is busy, the call rolls over to the next number in the **Hunt Group**.

### Internet Instructions:

#### Access Via: Internet

1. Login to your online account
2. Click **Group**
- 3.

| To:                                   | Then:   |
|---------------------------------------|---|
| Edit an existing <b>Hunt Group</b>    | <ol style="list-style-type: none"> <li>1. Click the <b>Edit</b> option following the <b>Hunt Group</b> you want to change</li> <li>2. Highlight and use the <b>Add, Remove, Up, and Down</b> options until the <b>Hunt Group Member</b> list appears in the order needed</li> <li>3. Click <b>Save</b></li> </ol> |
| Add a new <b>Hunt Group</b>           | <ol style="list-style-type: none"> <li>1. Click <b>Add Hunt Group</b></li> <li>2. Highlight and use the <b>Add, Remove, Up, and Down</b> options until the <b>Hunt Group Member</b> list appears in the order needed</li> <li>3. Click <b>Save</b></li> </ol>   |
| Delete a <b>Hunt Group</b>            | <ol style="list-style-type: none"> <li>1. Click the box in front of the <b>Hunt Group</b> you want to delete</li> <li>2. Click <b>Delete</b></li> </ol>   |
| Disable or enable a <b>Hunt Group</b> | <ol style="list-style-type: none"> <li>1. Click the <b>Edit</b> option following the <b>Hunt Group</b> you want to change</li> <li>2. Click the <b>Disabled</b> box to disable or enable</li> <li>3. Click <b>Save</b></li> </ol>   |

*Note: Changes to hunt groups can take several minutes to process.*

## *Hunt Group (Continued)*

### Hunt Group Interactions:

- **Anonymous Call Rejection:** **Anonymous Call Rejection** will not work with **Hunt Groups**
  - **Call Forwarding Always, Busy Line or Don't Answer:** **Call Forwarding Always, Busy Line or Don't Answer** could interfere with **Hunt Groups**
  - **Call Waiting:** **Call Waiting** is turned on when a **Hunt Group** is deleted.
  - **Call Waiting, Find Me or Do Not Disturb:** If one of features is turned on, the number will not appear in the **Available Number** list.
  - **Find Me:** If **Find Me** and **Voicemail** is activated, the caller will be directed to **Voicemail**
  - **Hunt Groups:** The same number cannot be assigned as the first number in two different **Hunt Groups**
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