

VoIP training notes

Plugging in phone

- Directly into existing phone line
- In-line with PC/POS system

Phone operations

1. Calling an outside line
 - 9, <number>, *Dial*
2. Calling an internal extension
 - <Ext>, *Dial*
3. Transferring a call
 - *Transfer*, <Ext>, *Transfer*
4. Checking Voicemail
 - At your phone – *1, *Dial*
 - From other phones - *2, <your Ext>, *Dial*
5. 3-way conference calling
 - While on with first caller press *Conf*, <dial other person>, when other person picks up, press *Conf* to connect all three parties.
6. Park a call
 - *Transfer*, 5, *Dial*, listen for ext number, *Transfer*
7. Page all
 - 10, *Dial*
8. Pick-up a parked call
 - <Parked Ext >, *Dial*
9. Page extension
 - *80, <Ext>, *Dial*
10. Call Forwarding
11. Do not disturb