

Business Hosted Voice Quick Reference Guide

In the event of an emergency, dial 911.

Using The Headset or Speaker

- Press the SPEAKERPHONE button  to turn speakerphone ON/OFF.
- Press the HEADSET button  to use a headset once one has been connected.

Making A Call

- 1 Take Handset off-hook or press the SPEAKERPHONE button  or an available LINE key (activates speakerphone).
- 2 The line will have dial tone and the corresponding line's LED will turn green.
- 3 Enter the phone number.
- 4 Press the SEND button  or press the "Dial" soft key.

Redial

- To redial the last number called, press the "Redial" soft key or take the phone off-hook and press the "Redial" soft key.
- To redial a previously dialed number, press the SEND button . Scroll down the list of previously dialed numbers. When the desired number is highlighted, press the "Dial" soft key.

Answering Calls

Incoming Call When Idle:
Answer call by lifting Handset, pressing HEADSET button , pressing SPEAKERPHONE button  or by pressing the corresponding LINE button.

Incoming Call When Busy:
1 When there is a call waiting, you will hear a Call Waiting tone.

- 2 The next available line will flash red.
- 3 Answer the incoming call by pressing its corresponding LINE button.
- 4 The current call will be put on hold.
- 5 Toggle between the calls using LINE button.

Ending A Call

End a call by pressing the "End Call" soft key or hang up the phone.

Call Hold/Resume

- Hold: Place a call on "hold" by pressing the HOLD button .
- Resume: Resume call by pressing the corresponding blinking LINE or by pressing the HOLD button  again.

Call Transfer

If you are in a call and wish to transfer the call to another party.

Blind Transfer:

- 1 Press TRANSFER button .
- 2 Dial the number and press the SEND button  or the "Blind Transfer" soft key.

Consultative Transfer:

- 1 Press an idle LINE button to make a new call and put the active LINE on hold.
- 2 Once the call is established, press TRANSFER button  followed by the blinking LINE button of the held line to transfer the call.
- 3 After the call is transferred, phone will display idle screen.

3-Party/5-Party Conferencing

While on an active call, you can initiate a conference call by:

- 1 Press CONFERENCE button  to bring up the conference dialing screen.
- 2 Dial the third party number followed by the SEND button .
- 3 When the call is established to the third party, press the "ConfCall" soft key or press the CONFERENCE button  again to establish the conference.
- 4 If you have a call on hold that you wish to add to the conference, press the CONFERENCE button  and then select the blinking LINE.

Remove a Conference Member:

- 1 Press "Kick" soft key.
- 2 Use the ARROW buttons to select the party you want to remove from the conference and then press the round button in the middle of the ARROW buttons.

Hold The Conference:

- 1 Press the HOLD button  to hold the conference call.
- 2 Press HOLD button  again to resume conference call.

End The Conference:

The conference will be terminated for all parties if the conference initiator hangs up or presses "End Call" soft key.

Voicemail Message

A blinking red MWI (Message Waiting Indicator) indicates a message is waiting.

Press the VOICEMAIL button  to retrieve the message. You will be prompted through the process of message retrieval.

Mute/Unmute

- Press the MUTE button  to mute/unmute the microphone.
- The Mute icon  lights red when a call is muted.

Volume Adjustments

Use the VOLUME button  to adjust the ring volume when the phone is idle.

Press the volume button during an active call to adjust the call volume.

Using Your Personal Portal

The portal's homepage (<https://businesshostedvoice.com/login>) includes the following:

Personal Area – for configuring your user account, including changing the password

Language – select the language to be used throughout your portal

Help – access help for the page you currently are on

My Services – an overview of your services as a user

My Calls – a list of your outgoing, answered and missed calls

My Contacts – a list of your personal and corporate contacts