



QUICKSTART “CHEAT SHEET”

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To Record Greetings Remotely:

- Dial 866-417-0771
- Enter your phone number
- Choose extension, or press # if no extension
- Enter your pin
- Choose 4 for Greetings

To Record Greetings From Your Phone/App:

- Hit the VM button or dial *99
- Enter your pin
- Choose 4 for Greetings, follow the prompts

To Load Greetings to the Portal:

- Go to your End User Portal
- Type in your phone number
- Type in Extension if needed
- From Extension Manager choose the extension you need to load the greeting for
- Go to Control Panel>Extension>Greeting Manager. Choose List Greetings or Add Mailbox Greeting

To Retrieve Messages From The Portal:

- Go to your End User Portal
- Type in your phone number
- Type in Extension if needed
- From Extension Manager choose the extension/box you need to get messages from
- Or go to Mailbox>Inbox. To retrieve your messages.

To Get Messages Remotely:

- Dial 866-417-0771
- Enter your phone number
- Choose extension, or press # if no extension
- Enter your pin
- Choose 1 for Voicemails

To Get Messages From Your Phone/App:

- Hit the VM button or dial *99
- Enter your pin
- Choose 1 for Voicemails, follow the prompts

To Set Up Notifications Through the Portal:

- Go to your End User Portal
- Type in your phone number
- Type in Extension if needed
- From Extension Manager choose the extension you need to load the greeting for.
- Go to Control Panel>Notifications
- Set up VM Email Notifications (choose add attachment), and/or text notifications to your cell

To Retrieve SMS From the Portal:

- Go to your End User Portal
- Type in your phone number
- Type in Extension if needed
- From Extension Manager choose the extension you need to get SMS for.
- In the upper left, click Text Messages, this is where you will find your SMS.

To Set Up Call Routing Through the Portal:

- Go to your End User Portal
- Type in your phone number
- Type in extension if needed
- From Extension Manager choose the extension you need to set up call routing for
- To the left click "Call Routing", then List Routes
- In External Number, add your phone number
- Under Options, choose "Call Announce"
- Set days and times or you can leave it 24/7
- The default timeout is 30 seconds which is about 4 rings, change it if needed
- Click Insert
- Be sure you have a greeting recorded on your extension for your caller to hear if you don't answer your cell

To Get Messages Or Record Greetings For Another Extension:

- Dial *94+ Extension
- Enter the Pin for that Extension.
- Choose 1 for Voicemails or 4 for Greetings
- To access the main number on the account, dial *93
- Enter the pin for the main mailbox
- Choose 1 for Voicemails or 4 for Greetings

Hotdesking:

- To Login dial: *072[ext] (all one string) enter pin when prompted. Phone will reboot.
- To Logout dial: *73[ext] (all one String) phone will reboot.
- If you are logged in, you cannot log in again. You will not need a password to log out.