

Cloud Voice

End User Quick Start Guide

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1 Quick Reference Information

Your Phone Number	_____
Your Extension	_____
Code to Dial External Number	_____
Website to Access your Phone Settings	www.comportal.cbscloudvoice.com
Voice Mail	*98
Do Not Disturb Activation	*78
Do Not Disturb Deactivation	*79
Call Park	*13
Call Park Retrieve	*14
Customer Originated Trace	*57
Automatic Call Back	*66
Automatic Recall	*69

2 Introduction

Welcome to your new phone!

This guide will help you get up and running with your new phone as soon as possible. It tells you how to use your phone and the more commonly used features.

If you have any problems or need a more detailed description of the operation of your phone then please contact your administrator.

3 Making Calls

3.1 Internally

To call another person in your business lift the handset and dial the other person's extension. This is typically a 3, 4 or 5 digit number, and may begin with #.

Note that depending on your phone type and configuration the call may not complete automatically once you have finished dialing and you may need to hit the **Dial** key, (if you have an Aastra phone) once you have dialed the number.

3.2 Externally

To call a number outside of your business lift the handset and dial the phone number. Depending on your phone system you may need to dial a code at the beginning of the phone number to indicate you are making an external call.

Note that depending on your phone type and configuration the call may not complete automatically once you have finished dialing and you may need to hit the **Dial** key (if you have an Aastra phone) once you have dialed the number.

3.3 Emergency Calls

In an emergency lift the handset and dial 911. If you need to dial a code when calling an external number you will also need to dial that code before calling 911.

Note that depending on your phone type and configuration the call may not complete automatically once you have finished dialing and you may need to hit the **Dial** key (if you have an Aastra phone) once you have dialed the number.

3.4 Speaker Phone

To make a call using your speaker phone, either press the Speaker key or leave the handset on-hook and dial the number of the person you want to call, followed by the **Dial** key (if you have an Aastra phone).

3.5 Ending Calls

To end a call replace the handset, or press the **Drop** or **Goodbye** key (if you have an Aastra phone).

4 Answering Calls

4.1 Using the Handset

To answer an incoming call, lift your handset and you will be connected to the caller.

4.2 Using the Speaker

To answer a call using the speakerphone, do not lift the handset and instead press the **Speaker or Answer** key (if you have an Aastra phone).

5 Call Forwarding

5.1 Introduction

Your phone system supports a number of different types of Call Forwarding.

- **Immediate** (sometimes called **Unconditional**) **Call Forwarding** is where all calls are forwarded to a number of your choice. This can either be to your voicemail (which is the default) another extension in your business or an external number.
- **Busy Call Forwarding** forwards calls received when you are on the phone.
- **No Answer** (sometimes called **Delay**) **Call Forwarding** forwards all calls when you do not answer them after a certain delay.
- **Selective Call Forwarding** forwards calls from certain numbers to other numbers.

5.2 Immediate, Busy and No Answer Call Forwarding using the Handset

5.2.1 Enabling

To use your handset to enable Immediate, Busy or No Answer Call Forwarding dial the access code for the type of call forwarding you want to enable followed by the number you wish to forward calls to.

For example, to use immediate call forwarding to forward all calls to extension 1004, you would dial ***721004**. The system will only enable call forwarding if this courtesy call is answered.

5.2.2 Disabling

To disable call forwarding dial the disable code for that type of call forwarding.

5.2.3 Access Codes

Type of forwarding	Enable Code	Disable Code
Immediate/Unconditional	*72	*73
Busy	*90	*91

5.3 Selective Call Forwarding using the Handset

The Selective Call Forwarding feature can be configured by dialing ***63**. This feature provides voice prompts to help you with setting it up.

6 Advanced Call Handling

6.1 Putting a call on hold

You can put a call on hold by pressing the **Hold** key. You may now replace the handset without cutting the caller off. You can also now make another call while the first call is on hold.

To retrieve the call, press the **Pickup** key (if you have an Aastra phone). If you've made another call since you put the first call on hold, you'll need to put that call or put it on hold before you can retrieve the first one, using the arrow keys to select the call to retrieve.

6.2 Call Waiting

If a second call comes in when you are already on the phone, you will hear a tone and the phone screen will display the details of the second caller.

To answer this second call you should either select the **Answer** key (if you have an Aastra phone), or press the line key which is flashing. Answering the second call will automatically put the first call on hold. You can toggle between the calls by placing the current one on hold and retrieving the other call.

6.3 Transferring a call

To transfer a call, follow these steps:

1. Press the **Xfer** key (if you have an Aastra phone) – this places the current call on hold.
2. Dial the number of the person you want to transfer the call to.
3. If you want to transfer the call before the other person answers, press the **Xfer** key (if you have an Aastra phone)..
4. Alternatively wait until the person has answered before completing the transfer by pressing **Xfer** key.

6.4 Three Way Conferencing

To conference a third person into a regular two-way phone call, follow these steps.

1. When in a regular call, press the **Conference** key (if you have an Aastra phone).
 2. Dial the person you want to join your call.
 3. When the person has answered press the **Conference** key again to set up.
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6.5 Parking a call

Parking a call places the call on hold in a “park orbit” so that the call can be retrieved from another phone. Depending on your phone, there are two ways of parking a call.

1. If you have keys on your phone for parking calls, when in a call press the key of the park orbit where you want the call parked. The call will now be parked and you may now replace the handset.
2. If your phone doesn't have dedicated call park keys, follow these steps:
 - Initiate call transfer by pressing the **Xfer** key (if you have an Aastra phone).
 - Dial the Call Park access code ***13**.
 - Listen to the park orbit number where the call will be parked.
 - Complete the call transfer by pressing Xfer again.

If you have keys on your phone for parking calls these keys will indicate via a light or icon when a call is parked against that orbit.

6.6 Retrieving a parked call

Depending on your phone type, there are two ways of retrieving a parked call.

1. If you have keys on your phone for parked calls, pick up the handset and press the key of the park orbit where the call is parked.
2. If you don't have dedicated call park keys lift the handset and dial the Call Retrieve access code ***14** followed by the park orbit number.
 - For example, to retrieve a call parked on orbit 1, you should dial ***141**.

6.7 Do Not Disturb

If you don't want any calls to ring your phone, but instead go straight through to your voicemail, you can enable Do Not Disturb.

If you have a key marked **DND** then press this to toggle Do Not Disturb on and off.

If you don't have a **DND** key then you can dial ***78** to turn Do Not Disturb on, and ***79** to turn it off.

7 Voicemail

7.1 Accessing Voicemail

When you have one or more unheard voice messages waiting, your phone will display a flashing light.

To listen to your messages log in, either by dialing the voicemail access code *98, or press the Messages or Voicemail key (which is an envelope) if your phone has one.

The first time you access you voicemail box you will be asked to set up your mailbox, and record your name and a greeting to be played by callers.

To set up your voice mail dial the access code *98

Enter the default PIN – 8978 and press #

Follow the instructions

7.2 Using the Voicemail System

The voicemail system is menu driven, so listen to the voice prompts and then press the keys on your phone to select which option you would like.

Once you become familiar with the system there is no need to wait until the voice prompts have played before pressing a key – you can interrupt the announcements to speed up your experience.

For your convenience, the most commonly used mailbox commands are as follows.

Dial *98

Enter your PIN followed by #

The system will advise you of your message situation

To listen to your voice messages from the main menu:	Press 1
To send a message :	Press 2
To work with your greetings	Press 3
To change your mailbox settings from the main menu:	Press 4
To work with your reminder messages	Press 5

To cancel the current operation:

Press *

To go back to the previous menu:

Press *

To finish entering digits, or recording an announcement:

Press #

8 Conferencing

The conferencing system allows you to host conference calls with many participants.

8.1 Moderator Instructions

Give all the conference participants:

- The date and time of the conference call.
- The conference call number.
- The 6 digit participant code.

To start the conference call, follow these steps:

1. Dial the conference call number.
2. Enter your 6 digit moderator code followed by #.
3. If asked, say your name and then press #.

The conference call will now be set up.

The account can be configured to either continue the conference or end the conference when the moderator leaves the call.

8.2 Participant Instructions

To join a conference call, the participant should follow these steps:

1. Dial the conference call number.
2. Enter the 6 digit participant code followed by #.
3. If asked, say their name and then press #.

The participant will then be placed into the conference if the moderator has started it, otherwise they will be put on hold until the conference starts. (They may hear on-hold music while they are waiting.) If configured the conference may start as soon as there are 2 participants, whether or not the moderator is one of them.

8.3 Moderator Commands

The following commands can be dialed from your phone during a conference.

- 1** Allows you to dial another participant to be brought into the conference. After dialing **1** dial the participant's number followed by **#**.
Once the participant has answered you can press **1** to bring them into the conference, or press ***** to drop the call and return to the conference.
- 2** Mute or un-mute the moderator.
- 3** Lock or unlock the conference. When locked no-one else can join the conference.
- 4** Provide a roll-call of participants.
- 5** Provide a count of participants.
- 6** Selects whether announcements should be made when participants join and leave.
- 7** Announces the name of the last person to join the conference.
- 8** Turns conference call recording on or off.
- 9** Mute or un-mute all participants.
- 01** Record a greeting to be played to participants when they join the conference.
 - You will hear an announcement giving instructions for recording the secondary greeting.
 - Press **2** to start recording. Record the greeting and then press **#**.
 - Press **1** to hear the recording you have just made.
 - When you are happy with the new greeting, press **3** to save it.
- *** This command allows the moderator to leave the conference without the call ending. Press **1** to confirm. You may log onto the conference again by following the instructions to start a conference call.

8.4 Moderator Web Access

When moderating a conference you can use the web interface to view and control the conference. To access this, follow these steps:

1. Point a browser at the web conferencing address
<https://conference.cbscloudvoice.com>
2. Enter your moderator and participant code and select Submit..

