## All About Voicemail

### *97 – Retrieving Voicemail from Your Extension

You will be prompted for your password. Key in your password (default password is the same as your extension number) and the auto attendant will announce, "You have XX new messages." Press 1 for new messages, Press 2 to change folders, Press 0 for mailbox options, Press * for help, Press # to exit.

Depending on your selection, you will be prompted through several steps to listen, delete, or move your voicemail(s) (see voicemail commands).

To set up your personalized voicemail greetings, access your voicemail described above, and Press 0.

Mail Box Options:

Press 1 - to record your unavailable message
Press 2 - to record your busy message
Press 3 - to record your name
Press 4 - to change your password
Press * - to return to the main menu
Press: # to exit

### *98 – Retrieving Voicemail from Another Extension

If you are at a phone extension other than yours, dial *98 to access your voicemail. Once you have keyed in *98, you will be prompted by the system to enter your extension number. After entering your extension number, you will be prompted for your password. After entering the correct extension and password combination, the system will inform you: "You have XX new messages. Press 1 for new messages, press 2 to change folders, press 0 for mail box options, Press * for help, Press # to exit.

Depending on your selection, you will be prompted through several steps to listen, delete, or move your voicemail (see voicemail commands).

## All About Voicemail

### Retrieve Your Voicemail from an External Phone

You can set this option up in 1 of 2 ways. You will need to start with the Voice Carrier Auto-Attendant Service Feature, otherwise known as Interactive Voice Response (IVR).

1. Once your auto-attendant service is setup on your Voice Carrier service account, you can access your voicemail remotely by calling that number, and when the IVR answers, dial your extension number.

2. Once you hear your voicemail recording, you can key in *97.

3. The system will prompt you for your password

4. Enter password followed by #

5. The system will then inform you of how many new and old messages are in your voicemail.

### Voicemail Commands:

When you are listening to a voicemail, here are the commands to rewind and fast forward:

**Press *:  Rewind three seconds**
**Press #:  Fast forward three seconds**

After listening to the message, the voicemail commands are:

**Press 3: Advanced Options**
**Press 4: Play Previous Message**
**Press 5: Repeat Current Message**
**Press 6: Play Next Message**
**Press 7: Delete Message**
**Press 8: Forward Message to Another User**
**Press 9: Save Message**
**Press *: Help**
**Press #: Exit**

**Voice Carrier Technical Support**
**Toll Free   1.888.830.6230**

# Voice Carrier
## BETTER PHONE SERVICE

## Voice Carrier
## Quick Reference Guide

## Phone Commands

Direct:   650.376.1200
Toll Free: 855.456.8647

### Address:

6541 Via del Oro, Suite A1
San Jose, CA.   95119

## www.voicecarrier.com

## Is My Phone Connected / Registered to the New Phone System?

### *43 – Echo Test

The purpose of this test is to check to see if your phone is registered with Voice Carrier's hosted PBX. If you do not hear the response, "you are about to enter an echo test," try to reboot your devices, for example, your router, switch, and then your phone. Once completed run test again. If you are unable to access this feature, please call Voice Carrier's Technical Support staff & they will assist you.

## What is My Extension Number?

### *65 – Extension Identification

Once your VoIP phone has been installed, you can check your extension number by dialing: *65. After dialing, the system will say the extension number back to you on the handset. If you get a fast-busy tone then the system is telling you that the phone is not connected properly and/or that it is not registered with your service.

## To Transfer a Call to Another Extension

### ##Extension# – Call Transfer

This feature allows you to transfer an active call to another extension. On most desktop phones, there will be a "Trans" or "Xfer" key that will allow you to simply press that key, enter the extension you want to transfer to, & press the transfer/xfer again to transfer the call. For example:

Trans: Extension Number: Trans
Xfer: Extension Number: Xfer

If no transfer keys exists on the phone,
then dial the following:  ##Extension Number#

## To Transfer a Call Direct to Voicemail

### ##*Extension# – Call Transfer to Another Extension's Voicemail

You can transfer an active call directly to voicemail to another party's voicemail without ringing the extension.

Example: ##*Extension Number#

---

## To Forward All Calls to Another Extension | Cellphone

### *72 – Call Forward All Activate

The call forward all activate feature will route all calls to a number you specify. To activate, key in: *72, then enter your extension, then the number including area code you wish to forward all calls when prompted by the system attendant.

**Beware: Your phone WILL NOT RING while Call Forwarding is Activated!**

## To Deactivate All Calls to Another Extension | Cellphone

### *73 - Call Forward All Deactivate

To deactivate the all call forwarding feature, key in *73 on your phone.  The system attendant will announce, call forward deactivated.

## Automatic Call Forwarding if Your Extension is Busy

### *90 – Auto Call Forwarding - Busy Active

You can call forward your phone when it is busy by keying in *90. Key in the extension or phone number you want calls to be forwarded to followed by the "#".  Your calls will be forwarded to that number when your phone is busy.

### *91 – Auto Call Forwarding - Busy Deactivate

Deactivate the call forwarding busy feature by keying in *91 from your extension.

### *92 – Auto Call Forwarding - Busy Deactivate from Another Extension

You can deactivate call forwarding busy from any extension on your Voice Carrier service by keying *92, entering your extension and #.

## To Make All Calls Go Immediately to Voicemail

### *78 – Do Not Disturb - (DND) Activate

Key in *78 on your extension. The system attendant will announce that the Do Not Disturb feature is active.

**Beware: Your phone WILL NOT RING while DND is Activated**

---

## To Start Receiving All Calls Again

### *79 – Do Not Disturb Deactivate

Key in *79 on your extension. The system attendant will announce that the Do Not Disturb feature is deactivated.

## To Toggle Between DND and No DND

### *76 – Do Not Disturb Toggle

Activate Do-Not-Disturb (DND) by keying in *76.  You will hear, "Do Not Disturb activated" on your receiver. If you key in *76 again, you will hear, "Do Not Disturb Deactivated."

## To Intercom to Another Extensions' Speakerphone

### *80 – Intercom

You can dial an extension and use the phone as an intercom (must be a desktop VoIP phone with the speaker phone feature). Key in *80[Extension] into your phone to intercom the desired extension you wish to intercom. The intercom will force the call to automatically answer without the recipient accepting the call. Audio will be available both ways.

Example: *802100
*You may not be able to page non-desktop phones*

## Pick Up Any Call Ringing within Your PBX

### *8 – Call Pickup | Intercept

Pick up the handset and key in *8 when a phone call is ringing at another extension to intercept the call. This will allow you the pick up a call on any extension on your Voice Carrier service account.  If after intercepting the call, you need to transfer it, just transfer the call as you normally would.