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## [CLOUD9PHONE WELCOME GUIDE]

Welcome to the Cloud! Thank you for choosing Cloud9Phone as your managed service provider. This manual will guide you through the initial setup and teach you the basic functions of your new enterprise phone system.

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Cloud9Phone Inc.

## Star Codes

* Code	Function	Notes
*8 + Extension	Directed Call Pickup	Allows a user to answer a call ringing at another extension. This feature only works for calls to that extension directly. Calls ringing the extension as a result of a hunt group or queue cannot be picked up with this feature. (Feature must first be enabled on the system.)
*1 + Extension	Intercom	Enables two-way audio via the recipient's speakerphone. Does not require the recipient to pick up the phone first. 2-way audio starts after phone rings once. Only supported on Polycom phones. (Feature must first be enabled on the system.)
* + Extension	Voicemail	Allows user to access user's voicemail box. User will be prompted for password.
Extension + *	Transfer call directly to voicemail	Used to transfer a call to a user's voicemail box without first ringing the user's phone. Best to use BLIND Transfer when transferring directly to a user's voicemail.
*67 + Telephone #	Block your caller ID	
*70	Call Park	Park a call. Best to use attended (non-blind) transfer so user can wait for system to provide parking spot number
*71 + Spot #	Pick Up Parked Call	
*301 + Mailbox	Record a new UNAVAILABLE voicemail greeting	Unavailable greeting will play when a user does not answer their phone.
*302 + Mailbox	Record a new BUSY voicemail greeting	Busy greeting will play when a user is on another call.
*303 + Mailbox	Record a new NAME recording	Name is used for announcements and auto-attendant directory
*311 + Mailbox	Listen to your unavailable greeting	
*312 + Mailbox	Listen to your busy greeting	
*313 + Mailbox	Listen to your name recording	
*5000	Access Voicemail Center	Access Central Voicemail System. User will be prompted for extension and password.
*331 / *332 / *333	Listen to Auto Attendant greeting 1, 2, 3	*33 + Greeting number.
*321 / *322 / *323	Record new Auto Attendant greeting 1, 2, 3	*32 + Greeting Number.

## How To Section

- **How to perform a directed call pickup**
  - What is directed call pickup?
    - Directed call pickup is a feature that allows you to answer an incoming phone call ringing on another individual's extension.
  - How to perform a directed call pickup
    - When you wish to answer an incoming call ringing at another extension simply dial \*8 + the desired extension, then "send" (ex. \*8101>"send" will answer an incoming call to extension 101)
- **How to intercom between internal extensions**
  - How to ring an extension to perform a private intercom
    - Dial the extension then press "send", this will ring the desired extension. Intercom will not become available until the extension is answered. If you have a "line key" appearance of that extension, pressing that line key will automatically enact this function and ring the extension.
  - How to perform a direct announce hands free intercom
    - Direct announce hands free intercom will allow you to immediately begin communicating to another extension. The end extension will be notified by a single ring tone announcement. To perform this function dial \*1 + the extension, then "send". (ex. Dial \*1101 to intercom to extension 101)
- **How to check your voicemails**
  - How to access the universal voicemail system
    - Dial \*5000 from any extension, then enter your mailbox number when prompted. You may also dial # during your auto attendant announcement when dialing from an outside number.
  - How to check your personal voicemail
    - Press the "mailbox" button on your phone to access the voicemail box associated with that extension. You may also dial \* + your extension, then "send" from any phone on the system. (ex. dial \*101 then send to enter the voicemail box of extension 101)
  - How to check group voicemails
    - Dial \* + the mailbox number, then "send" from any phone on the system. (ex. Dial \*200 then "send" to enter mailbox 200)
- **How to transfer a caller throughout the phone system**
  - How to perform an attended transfer
    - An attended transfer will allow you to consult with the extension you wish to transfer to via private intercom before you put the caller through. To perform an attended transfer hit "transfer" then the desired extension, then "send". You will now be ringing the extension

as a private intercom and the caller will be placed on temporary hold. When the extension answers you may consult whether or not you will put the transfer through. Press transfer again to complete the transfer. Note: the end extension will not be notified that the call has been transferred, he/she will automatically be patched through to the caller.

- How to perform a blind transfer
  - A blind transfer will automatically send the caller to the desired extension. The end extension will ring and when answered will automatically be connected to the caller. To perform a blind transfer press “transfer”, then “blind“, then the extension number, then “send” and hang up.
- How to transfer a caller directly to a voicemail box
  - To transfer a call directly to a voicemail box press “transfer”, then \* + the extension number, then “send” and hang up (ex. Press “transfer” \*101 to transfer to extension 101’s voicemail box).
- **How to park a call**
  - What is call park?
    - Call park is a dynamic feature found on enterprise phone systems that permits your phone system to break free of the limitations of traditional legacy phone systems. Call park allows for a nearly limitless number of callers to be placed in a “cloud parking lot” where they can then be retrieved from anywhere within the phone system regardless of geographical location.
  - How to park a call
    - When on a call hit “transfer” then \*70 then the # key or “send” to send the caller to the parking lot. You will be read back a call park position. Call park positions always start back at 1.
  - How to retrieve a parked call
    - To retrieve a parked call you may either press a “park” line key and you will automatically pick up that call or you may dial \*71 + the park position and then “send”. (ex. For a call in park position 1, dial \*711 and press “send”).
- **How to use group paging**
  - How to page
    - If paging has been set by your administrator press the “Paging” soft key on your phone. Select the group you would like to page by either keying up or down or by selecting the group from the touch screen. Once you have selected the desired group hit page.

Note: “send” on a Polycom VVX500 is displayed as a green call button next to the telephone number input field