



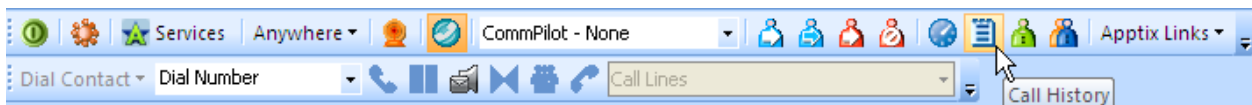
Hosted Business Voice

User FAQs

Frequently Asked Questions

- How do I check my Voicemail from my phone?
 - Press the **Messages** button on the physical phone or dial your own extension number if a **Messages** button is not available on your phone.
 - Enter your voicemail passcode followed by the **Pound (#)** key.
- How do I reset my Voicemail passcode?
 - Press the **Messages** button on the physical phone or dial your own extension number if a **Messages** button is not available on your phone.
 - Enter your voicemail passcode followed by the **Pound (#)** key.
 - Once in the voice message menu, press the **Star (*)** key to go to the CommPilot voice portal.
 - Press **8** to change your voicemail passcode.
 - Enter a random passcode (between 8-12 characters) twice and then press the Pound (#) key.
- How do I record my Voicemail Greeting?
 - Press the **Messages** button on the physical phone or dial your own extension number if a **Messages** button is not available on your phone.
 - Enter your voicemail passcode followed by the **Pound (#)** key.
 - Press **2** to record the **Busy** greeting or press 3 to record your **No Answer** greeting.
- How do I check my Voicemail from a Landline/Cell Phone?
 - Dial your ten digit office number from your landline or cell phone.
 - Let it ring until it reaches your voicemail box.
 - Press the **Star (*)** key to interrupt your voicemail greeting.
 - Enter your voicemail passcode followed by the **Pound (#)** key.
 - Press **1** to listen to your voicemail messages.
- What is the difference between the **No Answer** and **Busy** greeting?
 - The **No Answer** greeting is played after your phone rings the specified number of times without being answers.
 - The **Busy** greeting is played if you are busy on all of your phone lines and if you do not disturb is enabled.
- How do I transfer a phone call?
 - A call can be transferred in one of two ways:
 - Consultative transfer – The party to whom you want to transfer the call answers their phone before you transfer the call. You can consult with them before completing the transfer:
 - During a call press the **Trans** soft key (the active call is placed on hold).
 - Enter the number to which you want to transfer the call.
 - Once he or she answers, you can talk privately to the party to whom you are transferring the call.
 - Press the **Trans** soft key again to transfer the call.

- **Be sure to update Aptix with your new 911 service address!** (see below)
- **IMPORTANT 911 INFORMATION**
 - Because your Aptix Hosted Business Voice phone connects via the internet and not a fixed phone line, there are important differences to be aware of when dialing 911 for emergencies:
 - When calling 911 from your Aptix phone, you may be required to provide the Emergency Operator with the address of your current location.
 - E911 may be limited or unavailable from your Aptix phone if:
 - Your internet connectivity is disrupted due to electrical or internet/broadband service outage.
 - Your Hosted Business Voice service is disconnected due to non-payment.
 - Your phone device has been moved to a location other than the one listed with Aptix and you haven't updated the new 911 service address with us.
 - Any address changes **must** be submitted via email to Support@AptixVoice.Com.
 - Aptix includes E911 service Caution stickers with each phone we provide. Please affix the stickers enclosed in your phone's box to your phone devices in order to alert users to the differences between E911 and traditional 911 services.
- How do I add a new user?
 - Any add-on requests need to be submitted via email to Support@AptixVoice.Com.
- How do I dial international numbers from my phone?
 - Dial **011** which is the US area code to dial first when calling international.
 - Followed by the XX country code.
 - 011 + xx + City Code + xxx xxxxx – Overall dialing format.
- Where do I see a list of missed, dialed or placed calls?
 - On your Polycom phone:
 - Press the **Menu** button.
 - Select **Features**.
 - Select **Call Lists**.
 - Select either **Missed Calls** , **Received Calls**, and/or **Placed Calls**.
- The Polycom phone keeps up to 99 entries for each feature
 - The Outlook Toolbar itself has a Call History that shows you up to 20 missed, received, and dialed calls:



- Where do I download the Outlook Toolbar?

- Please contact Support@ApptixVoice.Com for your Outlook Toolbar credentials and download link.
- Where do I download the Softphone?
 - The X-Lite free softphone version can be downloaded at:
<http://www.counterpath.com/x-lite-download.html>.
 - Please contact Support@ApptixVoice.Com for your X-Lite free softphone credentials.