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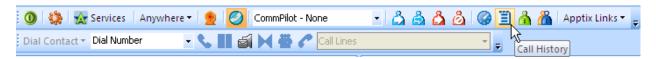
## **Frequently Asked Questions**

- 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.
  - o 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.
  - o 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.
  - o 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?
  - o Dial your ten digit office number from your landline or cell phone.
  - Let it ring until it reaches your voicemail box.
  - o Press the **Star (\*)** key to interrupt your voicemail greeting.
  - o 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?
  - o 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.

- Blind transfer The call is automatically transferred after you dial the number of the party to whom you want to transfer the call:
  - During a call press the Trans soft key.
  - Press the Blind soft key.
  - > Enter the number to which you want to transfer the call.
  - This automatically transfers the call immediately.
  - Please know on a blind transfer, the receiving party will see the original caller's calling line ID information.
- How do I setup a 3-way Conference call?
  - Place a call to your first party.
  - Press the **Conf** soft key (the active call is placed on hold).
  - Place a call to the second party.
  - When the second party answers, press the **Conf** soft key again to join all parties in the conference.
- How do I conference more than three (3) parties?
  - Login to your Hosted Business Voice online phone portal by using your computer's web browser and the URL and login credentials provided to you.
  - o In the Launch drop down menu on the upper right, click Call Manager.
  - Your call Manager will launch in a separate pop-up window. (Make sure your browser is configured to allow pop-ups)
    - 1. In the **Enter Phone Number** text box, enter the phone number you would like to call first and click the **Dial** button.
    - 2. Click the **Answer** button; the called party's phone will begin to ring.
    - 3. When the called party answers, announce yourself and put them on hold by clicking the **Hold** button.
    - 4. Enter the phone number of the second party you wish to conference in the **Enter Phone Number** text box and click the **Dial** button.
    - 5. Click the **Answer** button; the called party's phone will begin to ring.
    - 6. When the called party answers, click the **Conference** button.
    - 7. You are now in a conference call with all parties called so far.
    - 8. Repeat **Steps 4 thru 6** until all parties have been added to the conference (up to 6 total including yourself).
    - 9. When you are done and wish to end the call, click the **End** button.
- Do I have to dial **9** or **1** to make a long distance call?
  - o No, simply dial the area code followed by the 7-digit telephone number
- Why can't I dial local 7-digit numbers in my area?
  - o Some areas require the use of 10-digit numbers when dialing locally.
- What happens if I move the phone to a new location?
  - Simply unplug your phone from your network, take it to your new location, plug it in and wait for it to reboot.
  - Be sure you move the power supply along with the phone.



- Be sure to update Apptix with your new 911 service address! (see below)
- IMPORTANT 911 INFORMATION
  - Because your Apptix 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 Apptix 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 Apptix phone if:
      - Your internet connectivity is disrupted due to electrical or internet/broadband service outage.
      - Your Hosted Business Voice service is disconnected due to nonpayment.
      - Your phone device has been moved to a location other than the one listed with Apptix and you haven't updated the new 911 service address with us.
      - Any address changes must be submitted via email to Support@ApptixVoice.Com.
      - Apptix 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@ApptixVoice.Com.
- How do I dial international numbers from my phone?
  - o 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?
  - o 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 <u>Support@ApptixVoice.Com</u> 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.
  - o Please contact <u>Support@ApptixVoice.Com</u> for your X-Lite free softphone credentials.

