Intermedia Hosted PBX
Telephone & Voice Mail Quick Reference Guide

Telephone System Features

Answering a Call
When the phone rings, lift the handset. To answer a 2nd call, use **Auto Hold** by pressing the flashing **Line** key of the 2nd call, & automatically place your first call on hold.

If you have FollowMe Forwarding enabled, the call will route per the settings you created through your personal website.

Placing an Outside Call
Enter the phone number and press the **Dial** softkey to place the call; or simply lift the handset after entering the phone number as an alternative to pressing **Dial**.

Last Number Redial
Press the right navigation key, scroll up or down, and press the **Dial** softkey.

Transferring a Call
While on a call, press the **Transfer** key, dial the desired extension number or outside 10-digit phone number, press the **Transfer** key and hang up.

Transferring a Caller Directly to Voice Mail
While on a call, press the **Transfer** key, dial ***99** plus the extension number, press the **Transfer** key and hang up.

Call Park
While on a call, press the **More** softkey, then the **Park** softkey. The system will automatically park the call in the first available "park zone". **9001** is the first zone. The system will announce the zone in your handset or speaker, and display it on your LCD display.

Retrieving a Parked Call
Enter the 4-digit park zone on any phone to retrieve the call. To retrieve a call that "you" parked on "your" phone, press the flashing **Line** key or the **Resume** softkey.

Call Pickup
For directed, enter ***95 plus extension number**, or enter ***96** for a general group pickup for any ringing phone.

Conference Call
Place or answer your first call. Press the **More** softkey, then the **Confrnc** softkey. Place or answer your 2nd call. After the 2nd call has been answered, press the **Confrnc** softkey to establish the conference.

Ring-Scape Desktop Software
Go to http://serverdata.net/ringscape/ to download. CallScape is a desktop software application that allows you to control your phone from your computer.

Voice Mail System Features

Initializing Your Mailbox
Press the **Msgs** softkey, then the **Connct** softkey, and enter your temporary PIN (_ _ _ _ _). Follow the prompts for your new mailbox setup. When prompted:
- Change your password *(6-digit minimum)*;
- Record your name;
- Record your unavailable greeting.

Accessing Your Mailbox
From Your Phone
Press the **Message** key (envelope icon), then the **Connect** softkey, and enter your PIN.

From Outside of the Office
Dial your personal DID number. When you hear your unavailable greeting, enter your PIN.

From Ring-Scape
Go to http://serverdata.net/ringscape/ to listen on your computer, or activate email notification and listen to your voice messages on your smartphone.

1 Replay message	
2 Delete message	**5** Confirm deletion
3 Mark message as new (Only used when listening to old messages.)	
5 Go to next message	
6 Forward message	
7 Go to previous message	
8 User Options (Change PIN, record greeting)	
9 Place a call	
9 ***** Return the call	
9 ***** **1** Hear the return number	
5 **5** Skip to old messages	
7 **7** Go back to beginning of messages	
O Help	

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NOTE: Dial **9*** to call the person back who has left you a message, providing the system was able to capture their caller ID. Enter **##** to rebound back to your voicemail box when finished with the call.

To bypass the date & time stamp while listening to a message, press *****.