

Feature Description	Use Instructions
<p>Call On Hold Allows user to keep one caller on the line ("on hold") while you make or take a second call or transfer the call, without losing the first call.</p>	While on a call, press the "hold" key. Press the "Resume" key to pick the call back up. The scroll button can be used to switch between the two calls.
<p>Ringer Allows VoIP user to choose from a current list of 2 types of ringing tone.</p>	Press the "Settings" key, use the blue arrow to scroll down to "2" for ring type and press the "select" button. Use the blue button to scroll through the ring styles, press "play" to hear each ring style, press "select" to choose a ring style.
<p>3-Way Calling Allows a VoIP user to make a three party conference call to any party.</p>	While the first call is up, press the "Confrn" key, dial the second party's number and once the party answers, and press the "join" key. The three calls are then tied together.
<p>Call Forwarding Allows user to divert all incoming calls to another number, whether mobile or landline.</p>	Press the "Cfwdall" button, type in the number you would like to forward your line to and then press the "accept" key.
<p>Call Transfer Allows user to transfer calls to another number/phone.</p>	While on a call, press the "more" key, press the "transfer" key, dial the number that you would like to transfer the call to, after it begins ringing, hit the "transfer" key.
<p>Last number dialed Allows user to dial the last number without dialing the whole number by pushing "redial" button.</p>	Or if the user wanted to redial the last 32 numbers they dialed. They can just hit the "directory" key, scroll down to number 3 'placed calls" and they can choose any of these and dial from there or hit the "redial" key for the last number dialed.
<p>Do not disturb Allows user to prevent incoming calls from ringing at your phone. All calls are all diverted to the voicemail.</p>	Press the "setting" key, use the blue arrow key to scroll down to "6-Call Preferences" and hit the "select" key. Use the blue arrow key to scroll to "1-Do not Disturb" and press the "yes" key and then press the "save" key. To remove Do Not Disturb, press the "DND" key at the main display.
<p>Caller ID Displays the telephone number of the incoming call.</p>	Programmed by O1.
<p>Speed Dialing This feature allows you to have a favorite phone number associated with a button and then dial the number by pressing the button.</p>	Press the "settings" key, use the blue arrow key to scroll down to "6-Call Preferences" and press the "select" key. Use the blue arrow key to scroll down to "9-Speed Dial Lines" and press the "select" key. Use the blue arrow key to select the line you want to put the speed dial on <best to work from line 6 up> and press the "edit" button. Enter in the number you want as a speed dial and press the "accept" key.
<p>Extension Dialing Allows each VoIP phone user to call each other that are within their company by dialing just the extension number.</p>	Extensions are programmed by O1 and can be anything from 2 digits up. To view your company's extension, press the "Directories" key, use the blue arrow key to scroll down to "5-External Directory" and press the "select" key. A list of all extensions built will be displayed up to 32 extensions.
<p>California Rate Center DIDs Allows a caller to dial in directly to a VoIP phone user without going through a Auto Attendant or Main Number. Also allows a VoIP phone user to have local phone numbers in rate centers of their choice point to their phone.</p>	Programmed by O1.

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<p>Voicemail delivery via Email Allows a VoIP phone user be notified through his/her email that a caller leaves a voicemail message. Email message can also include the voice file (in .wav format) depending on the users' preference.</p>	This is programmed by O1 or by the customer via the Dashboard.
<p>Find Me/Follow Me Routing It allows the user to have the option that when the user is not near the VoIP phone and when a caller calls that number, the call can be forwarded to another number.</p>	This is programmed by O1 or the customer via the Dashboard.
<p>Conferencing Allows a VoIP user to make a three party conference call to any party. Also supports the creation of a conference bridge to allow people to dial into a conference.</p>	While the first call is up, press the "Confrn" key, dial the second party's number and once the party answers, press the "join" key. The three calls are then tied together.
<p>Music on hold When a caller is put on hold by the VoIP user, the caller hears music. If a VoIP user company has a music preference they need to provide an MP3 format of the said music.</p>	This is loaded by O1.
<p>User Dashboard This is an administration/management piece of the system where the user can do the following:</p> <ul style="list-style-type: none"> o Change their voicemail PIN o Change their voicemail delivery options o Change the name of their extension o Change the routing of their extension 	
<p>Call Logs Provides a list of the most recent 10 calls and whether they were incoming, outgoing, or missed calls.</p>	
<p>Click-to-Call Provides a web page where users can click on entries in their call log or type in a phone number and have the call be placed from their phone.</p>	Press the "Place a call" link under the Dashboard home page. Select the extension you want to dial or enter in a phone number you would like to call and press "dial." Your Cisco IP phone will then ring as well as the destination you are calling.
<p>Company Directory This feature allows users to access the company phone directory using his VoIP phone.</p>	
<p>E-911 Calling E-911 for IP Enabled Service provider is supported.</p>	Dial 911
<p>Auto-Attendant Auto-attendant is the electronic voice that answers each call and provides the caller options on how his call will be handled. The auto-attendant can respond to caller options by transferring calls to another auto-attendant announcement, an extension in the PBX, or a voicemail box.</p>	Programmed by O1.
<p>Time of Day Routing The VoIP system has the capability to route calls depending on time and day.</p>	Programmed by O1 or by the customer via Dashboard.