



Cheat Sheet

Log Into an Extension Through an Outside Line

- Dial your VirtualPBX phone number
- At the Auto-Attendant's main greeting Press (#) key
- Enter extension, followed by the (#) key
- Enter phone password, followed by the (#) key
- You are now logged into your extension

Note: The VirtualPBX phone number used to dial in needs to be set to the ring to location of the Auto-Attendant.

System Administrators

Press 1 to act as an extension owner

Record Voicemail Greeting / Record Extension Owner Name

Listen carefully to prompts when recording and saving you voicemail greeting.

- Press 2: To access phone extension
- Press 4: Personal Options

Chose from the following options

- 2: Record Extension Owners name
- 3: Record Extension Greeting

Access Voicemail Messages

- Press 1: Voicemail

Chose from the following options

- 1: New Messages
- 2: Saved Messages
- 3: Deleted Messages

Transfer an Inbound Call to an Extension

- Press the (*) key to enter the VirtualPBX system; caller will be put on hold at this point.
- Press 1: To transfer caller to a known extension
- For a cold transfer press the (#) key to release the call
- For a warm transfer stay on the line and wait to speak with extension owner, when you are ready to release the call press the (#) key. (Supervised call transfers needs to be enabled in the vConsole.)
- Admin Tab > Auto-Attendant > Advanced configuration: check mark “ Use supervised call transfers”
- Click update to save changes

Log Into an Extension Through Your VoIP Phone

- Simply press the line button
- Press the (#) key

Call a Direct Extension From Your VoIP Phone

- Dial the extension number your are attempting to reach
- Press the line button on your phone
- System will then connect you to the extension you entered