

Alliance Communications

HPBX Hosted Phone

Quick Reference Guide

▶ To Cold (Blind) Transfer an Active Call - Blind Transfer goes straight to the recipient.

- While on an Active Call, press the TRANSFER button on your phone
- Dial or press the extension you want to transfer the call to
- Press B TRANSFER

▶ To Warm (Assisted) Transfer an Active Call - Assisted transfer allows you to speak to the transfer recipient prior to completing the transfer while the customer is on hold.

- While on an Active Call, press the TRANSFER button on your phone
- Dial the extension of another user (can't use programmed button)
- Press CALL
- After speaking to the other user, press TRANSFER again

▶ Transfer Call Directly to Voicemail

- While on an Active Call, press the TRANSFER button on your phone
- Dial 03 + Extension
- Press B TRANSFER

▶ Intercom with Another Phone (Auto Answer)

- Dial 08 + Extension
- Press SEND

▶ To Park a Call

- While on an Active Call, press the PARK button on your phone
- The call will announce what Park they are in and hang up

▶ To Retrieve a Parked Call

- Press the PARK button that the call is on

▶ To Place a Call on Hold

- While on an Active Call, press the HOLD button
- When a call is on hold, it can only be retrieved from the same phone, unlike Park
- To Retrieve the call, press RESUME on the phone

▶ To Conference a Call

- While on an Active Call, press the CONFERENCE button
- Dial the phone number of the person you want to add to the call
- Once that call is initiated and answered, press CONFERENCE again to connect the calls

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▶ Voicemail Initial Setup

- Press the ENVELOPE button on your phone or Dial *5001
- Enter your default password followed by #
- Follow the instructions of the Voicemail Auto Attendant
- Record your name followed by #
- Record your greeting followed by #

▶ Check Voicemail

- Press the ENVELOPE button on your phone or Dial *5001
- Enter your password followed by #
- In the Main Menu, press 1 for new messages
- Follow prompts for additional options

▶ Change Voicemail Password

- Press the ENVELOPE button on your phone or Dial *5001
- Enter your default password followed by #
- In the Main Menu, Choose Option 5 to set your current options
- In the Option Menu, press 1 to change your password
- Enter new 4-digit password
- Re-enter new 4-digit password to confirm

▶ Change Voicemail Greeting

- Press the ENVELOPE button on your phone or Dial *5001
- Enter 4-digit password followed by #
- In the Main Menu, Choose Option 6 to change Greeting
- In the Greetings Menu, Choose Option 1 to record greeting
- Choose the Number of Greeting you wish to record
- Record new greeting, followed by the #
- Choose Option 1 to save the new recorded greeting

▶ Remote Access to your Voicemail

- Dial your direct phone number or get transferred to your extension if you do not have a direct number
- Wait until you start to hear your greeting, then press *
- Enter 4-digit password



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