***Thank you for selecting V3 Communications***

The following manual is an easy to comprehend, brief overview of basic phone functions – it should help to familiarize you with the VoIP features that we offer to ensure you get the most out of our equipment and services.

For further assistance support, contact us by email at support@v3comm.com (for 24/7 support) or call us on week days at **516-279-3128**  from 9 A.M. to 5 P.M.

**LOCAL/EXTENDED EXTENSIONS**:

Communication is now faster with internal extensions instead of conventional 8 digit individual lines. These internal extensions are simple to remember (2-4 digits), which expedites transfers and optimizes interactions. At the end of this manual, you will find a blank extension directory that you can fill out with the specific branches of your colleagues/employees when introduced to your system by a VoIP specialist.

**ACCESS SYSTEM FEATURES:**

 **[Dial Commands]**

**Voicemail Access [\*95]**

To manage your extension’s voicemail, dial **\*95**. At first attempt, the password to access the mailbox will be **1111**. You have the option to change that at your convenience. Once within your voicemail, you may listen to and delete messages using the integrated menu. To record a message or change any options, press **0** once within voicemail system.

**Block/Activate Extension [\*11]**

VoIP allows you to block or activate an extension using a protection password, which must be originally defined on the VoIP Now Professional Web Interface. After this password is defined, you can use it to block and unblock a phone by dialing **\*11**, followed by the password you set. When you block an extension terminal, it cannot be used to answer or place a call. If an extension is blocked and the voicemail feature is enabled, then all incoming calls will be immediately directed to voicemail.

**Deactivate Call Waiting [\*70]**

If your phone is compliant with call waiting, you may often be happy about the increase of productivity, but overwhelmed with the outcome. We’ve considered your sanity, and given you the ability to deactivate call waiting. Dial **\*70** and wait for the conformation message if you grow wary of the conversation buildup. The phone calls coming in when you’re already using the extension will hear a busy signal.

**Reactivate Call Waiting [\*71]**

If you’re ready to accept multiple calls again, dial **\*71**, wait for the conformation message, and you’ll be juggling with ease once again.

**Voicemail Access [\*95]**

To manage your extension’s voicemail, dial **\*95**. At first attempt, the password to access the mailbox will be **1111**. You have the option to change that at your convenience. Once within your voicemail, you may listen and delete messages using the integrated menu. To record a message or change any options, press **0** once within voicemail system.

**Blocking Caller ID [\*85]**

To be seen as anonymous to those receiving a call from your extension, dial **\*85**.

**Unblocking Caller ID [\*65]**

To have your extension recognized once again, dial **\*65** from your line.

**Pick Up another Extension’s Phone [\*21]**

If your system is permissive of the setting “*Extension is multi-user aware enabled*”, then dialing **\*21** from your extension will connect your line to an incoming call on any other extension, as long as the line is on the same client account as your own.

**Call Conferences [8]**

Your extension must have the conference function enabled – dial **8**, then your extension number, to start a conference. (ex. If your line is 001, dial 8001, and a new conference will be created) If you want to join a conference that another line began, dial 8 followed by the number of the extension from which the conference was originated. If the conference is password protected, you will be asked to enter the password.

**Call Transfer**

While on the call you wish to transfer to another extension, press the “transfer” button on your device, dial the party you wish to transfer the call to (external or internal numbers), then press the transfer button once again to complete.

**Extension Directory**

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| Name | Extension |
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