



UniVoice Hosted Phone Service Phone Quick Start Guide

Outgoing Calls

Note: Making a call from your phone using N2Net UniVoice Service does not require dialing 9 for an outside line.

To Dial: on-hook

1. Dial the phone number using the dial pad.
2. Pick up the handset, headset or use speaker.

To Dial: off-hook

1. Pick up handset, headset or use speaker.
2. Dial the phone number using the dial pad.

Extension Dialing

Dial the three (3) or four (4) digit extension assigned to the person you wish to reach using the steps for making an Outgoing Call.

International Calls*

** International Calling is a feature that must be enabled on your account before it can be used.*

Dial the international number and be sure to prefix the international exit code and the country code.

Example: Calling the UK.

011 + 44 + xxxx + xxxxxx

Intercom

With an Intercom call, the phone does not ring the extension. Instead the phone will beep and its microphone and speaker will turn on.

1. Dial *11 + Extension.

Example: To make an intercom call to extension 107, dial *11107.

Incoming Calls

An incoming call can be answered using the Handset, Speakerphone, or Headset.

Handset: Lift the handset off-hook.

Speakerphone: Press the SPEAKER button.

Headset: Please refer to the user guide for your headset. Often you will press the HEADSET button.

Attended Transfer

Announce the transfer to the recipient.

1. Press the TRANSFER key or softkey on your phone.
2. Enter the recipient's extension or external phone number.
3. Wait for the recipient to answer and announce the call to the recipient.
4. Press the TRANSFER key again to complete the transfer.

Blind Transfer

The transfer goes straight to the recipient.

1. Press the TRANSFER key.
2. Press the BLIND softkey. If no BLIND softkey, select BLIND on the screen menu.
3. Enter the recipient's extension or external phone number.
4. Press SEND softkey.

Transfer to a Call Queue

1. Follow the Blind Transfer or Attended Transfer directions using the Call Queue extension number as the recipient.
2. Press SEND softkey.



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Directed Call Pick Up

Directed Call Pick Up allows you to answer a call ringing at another extension.

1. Dial *88 + Extension.

Example: If extension 131 is ringing, dial *88131 to pick up the call.

3-Way Conference Call

1. Call the first participant.
2. Press the CONFERENCE key or softkey, dial the second participant's phone number.
3. After the second participant picks up your call, press CONFERENCE again to connect everyone.

Setting Up Your Voicemail Box

The first time that you log into your mailbox you are walked through recording your name for the directory & recording your personal greeting.

The greeting plays when a call is sent to your mailbox.

Your recorded name is used in the dial-by-name directory.

Accessing Your Voicemail

1. Press the MESSAGES button on your phone or dial 5001 if you cannot identify a MESSAGES button on your phone.
2. When prompted, enter you voicemail pin then press #.
3. Listen to the prompts to choose your option.

Accessing Voicemail Remotely

1. Dial your office number and extension.
2. Wait until you hear your greeting.
3. Press * + your pin number.

Voicemail Transfer

A Voicemail Transfer goes straight to the recipient's voicemail box without ringing their phone.

1. Press the TRANSFER key or softkey on your phone
2. Press the BLIND softkey.
3. Press * + the recipient's extension.
Example: *131.
4. Press the TRANSFER key again to complete the transfer.

Feature Codes

Call Directly to Voicemail:	* + Extension	Access Voicemail:	5001
Intercom:	*11 + Extension	Access Voicemail for Another Extension:	5000
Block Outbound Caller ID:	*67 + Phone Number	Agent Logout:	*00
Last Call Return:	*69	Agent Login:	*01
Directed Call Pick Up:	*88 + Extension	Agent Login (One Call Only):	*50

VoiceMail Box Option Tree

