

**MeritVoice Fully Managed/Hosted Service Phone Features
Quick Reference Book**

MeritVoice Release 6.0.1





Useful Telephone Numbers

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Useful Information

- **Web Portal**
<http://. . . /webportal>

Dialing

To Dial:

- An internal extension - Dial the 3, 4, 5 or 6-digit extension
- A local call - Dial the Outside Access Digit + the number
- Long distance - Dial the Outside Access Digit + 1 + the number
- International - Dial the Outside Access Digit + 011 + Country Code + City Code + Number

Re-dial

- Dial *07

Transfer

- Announce the transfer to the caller
- Flash the receiver button and dial *08
- Dial the extension to which to transfer the call
- Announce the transfer and hang up

Call Return

Dials the number of the last incoming call received at your phone.

To return a call

- Dial *69
- Verify the number and press 1 to return the call
- Wait for the called party to answer

NOTE: If your phone has Toll Restrictions, you will not be able to return restricted calls.

Abbreviated Dialing

Abbreviated Dialing lets you create up to 100 personal 2-digit speed dial codes.

To program an Abbreviated Dial Code

- Dial 75*
- Follow the voice prompts

To modify an Abbreviated Dial Code

- Dial 75*
- Follow the instructions to program a new Abbreviated Dial Code using the same Abbreviated Dial Code

To use an Abbreviated Dial Code

- Dial *3
- Enter the desired 2-digit speed dial code

Speed Dial

You can assign up to seven numbers to a 1-digit speed dial number.

Programming a Speed Dial Number

- Dial 74*
- At the prompt, press 1 to program a Speed Dial digit
- Press the desired Speed Dial digit (i.e., 1-7)
- Enter the phone number you want to assign to this Speed Number and press #
- After the prompt, press # and hang up

Dialing a Speed Dial Number

- Get dial tone.
- Press the Speed Dial digit (i.e., 1-7) followed by # (or ## on a SIP phone).
- Wait for the called party to answer

Verifying a Speed Dial Number

You can verify what phone number is assigned to a Speed Number at any time.

- Dial 74*
- After the prompt, press 2 to verify a Speed Number
- Press the Speed Dial digit you wish to verify

Anonymous Call Rejection

Anonymous Call Rejection prevents inbound calls from callers who block the display of their Caller ID.

To enable Anonymous Call Rejection

- Dial *77
- Listen for the confirmation tone and hang up

To disable Anonymous Call Rejection

- Dial *87
- Listen for the confirmation tone and hang up

Authorization Code

Authorization codes enable you to override any call restrictions on the phone when you place a call.

To make a call with an Authorization Code

- Lift the handset
- Press 9 (or the appropriate access code if different)
- Press the # sign or ## for SIP phones
- Enter your authorization code
- When you enter the correct code, you will hear a dial tone.
- Dial the phone number

Automatic Call Distribution Queues

The service can distribute incoming calls arriving at a designated number to a defined

group of agent phones. To answer calls, a user must be assigned to the queue by the administrator and be logged in.

Logging into/out of ACD Queues

- Dial *10
- Hang up

NOTE: ACD Queues are not supported on SIP phones. Analog phones are limited to a single queue.

Billing Codes

Billing Codes enable you to track calls by associating a billing code with each call.

To enter a billing code for a call:

- During a call, press *02
- Enter the billing code and the # sign

If you enter multiple billing codes during a call, only the last billing code will be recorded.

Broadcast Paging

Broadcast Paging broadcasts an announcement to all members of your paging group.

To make a Broadcast Page:

- Dial the broadcast paging number
- After the tone, make your announcement
- Hang up

To receive a Broadcast Page:

- Your phone will ring with a priority ring tone
- Lift the handset or activate the speakerphone

NOTE: Your phone must be idle to receive a Broadcast Page.

Call Block (Selective)

Selective Call Rejection lets you program your phone to reject calls from a list of telephone numbers.

To configure your Call Block List

- Dial *60
- Follow the voice prompts to enable or disable the feature, or add the last caller to the blocked list, and add, delete, or list numbers to be blocked.

Call Forward (All Calls)

Call Forward (All Calls) lets you forward incoming calls to another number.

To enable/modify Call Forwarding

- Dial 72*
- Enter the phone number for the forwarding destination followed by #
- Press # to confirm followed by 2 to exit
- Hang up

To disable Call Forwarding

- Dial 73*
- After hearing the verification, hang up

Call Forward (Busy)

Call Forward (Busy) forwards calls to another number when you are already on a call.

To enable/modify Call Forward (Busy)

- Dial 76*
- Enter the phone number for the forwarding destination followed by #
- Press # to confirm followed by 2 to exit
- Hang up

To cancel Call Forward (Busy)

- Dial 77*
- Hang up

Call Forward (No Answer)

Call Forward (No Answer) lets you forward calls to another number when you don't answer.

To enable/modify Call Forward (No Answer)

- Dial 78*
- Enter the extension or number for the forwarding destination followed by #
- Press # to confirm followed by 2 to exit
- Hang up

To cancel Call Forward (No Answer)

- Dial 79*
- Hang up

Call Forward (Out of Service)

Call Forward (Out of Service) automatically forwards calls to another location when your business phone goes out of service. The forwarding destination for Call Forward (Out of Service) is configured through the web portal or by your service provider.

To enable Call Forward (OOS)

- Dial 70*
- Press # to confirm followed by 2 to exit
- Hang up

To disable Call Forward (OOS)

- Dial 71*
- Hang up

Call Forward (Selective)

Call Forward (Selective) forwards calls from certain numbers to another number.

To configure the Selective Call List

- Dial *63
- Follow the voice prompts to enable or disable the feature, or add, delete, or list numbers to be forwarded.

NOTE: Disabling Call Forward (Selective) will not delete the Selective Call List.

Call Jump

Call Jump forwards a call already in progress to another number. Note that you cannot jump to or from an emergency services number.

- Dial ****#+phone number+#** to send the call to that phone number
 - Dial ****8 (**V)** to send the call to voice mail
 - Dial ****0** to cancel an initial * or **
-

Call Park

A call may be parked so it can be answered from any other extension. If you can park a call, your phone will have an MCPark button. All phones can pick up parked calls.

To park a call

- While in the active call, press the **MCPark** button (if provisioned).

To pickup a parked call

- Dial the system number assigned to the parked call
-

Call Trace

Traces an offending call immediately after it comes in.

To trace a call

- Hang up from the offending call
- Dial ***57**
- Wait for the announcement indicating that Call Trace was successful

NOTE: Tracing a call sends the call information to the service provider for follow-up.

Caller ID Block

Blocks display of your Caller ID for this call only.

To prevent sending your Caller ID for a single call

- Dial ***67**
 - Dial the desired phone number
-

Caller ID Block Release

If your phone is configured to block sending Caller ID information, Caller ID Block Release sends your Caller ID information for a single phone call.

To send your Caller ID for a call

- Dial ***82**
-

- At the second dial tone, dial the extension or telephone number you wish to reach
-

Call Waiting

Lets you put one call on hold while you answer a second call. You may then alternate between the two calls.

To toggle between calls

- Flash the receiver button. You will be connected to the incoming call and the first call is put on hold. Repeat to toggle between calls.

To disconnect a call

- Hang up the phone while on that line. The phone will ring so you can answer the remaining call.

To temporarily cancel call waiting:

- Dial ***70**
 - Dial the desired number
-

Call Waiting with ID Manager

Call Waiting with ID Manager allows you to handle call waiting calls (beeping in) without interrupting an existing call.

When a call waiting call arrives, you can:

- Flash the receiver button to put the existing call on hold and answer the new call.
 - Press **1** to send the new call waiting call to voicemail.
 - Press **2** to send a "Please Hold. Your call will be answered shortly" announcement to the new caller.
 - Press **3** to send a "Not Available. Please try your call again later" announcement to the new caller.
-

Conferencing

Conferencing enables you to talk to multiple parties simultaneously.

To add a party to the current call

- Inform the current party that you'll be starting a conference
- Flash the receiver button
- The call is placed on hold and you will hear dial tone
- Dial the phone number of the party you wish to dial
- Inform them of the conference
- Flash the receiver button to bring in the 3rd party

You are now in conference with both parties. Repeat the process to add additional parties.

NOTE: SIP phones will only support 3 callers per conference.

Direct Extension Assignment

Direct Extension Assignment lets you temporarily reassign a telephone with your own telephone number and profile.

To temporarily assign your number and profile to a phone:

- From the temporary phone, Dial **588**
- Enter your complete telephone number + #. If your phone is configured as an extension-only (i.e., non-DID) line, enter your company's complete main telephone number + * + your extension number + #.
- Enter your phone password followed by the # key

To reassign the original telephone number to the guest phone:

- Follow the steps above using the original telephone number and password that were assigned to the phone.

To reassign your own number and profile back to your own phone:

- Pick up the handset of your phone
- After the voice prompt, enter your complete telephone number followed by the # key
- After the voice prompt, enter your phone password followed by the # key
- Hang up

Direct Extension Assignment requires that the temporary phone is the same model as your own

Directed Call Pickup

Directed Call Pickup lets you answer a specific ringing phone within your Directed Call Pickup Group.

To answer a phone within your pickup group

- Dial ***12**
 - At the dial tone, dial the extension you wish to answer.
-

Do Not Disturb

Do Not Disturb prevents inbound calls except from callers on your Priority Call List.

To enable or disable Do Not Disturb

- Dial ***04**
- Hang up

NOTE: DnD is not supported on SIP phones.

Group Call

Group Call lets a VIP caller initiate a conference call with your Group Call members.

Group Pickup

Group Pickup lets you answer any ringing phone within your Call Pickup Group.

To answer any phone within your pickup group

- Dial ***06**
-

Hold

To place the current call on hold

- Press the Flash button or flash the receiver button
- Hang up or place another call.

To retrieve a held call

- Lift the handset or flash the receiver button

NOTE: While on-hook, a new incoming call has priority over the call on hold and rings through first. If you answer the phone, you get the new call first.

Priority Call

Priority Call lets you define a list of callers identified as priority callers using a unique ring tone when they call you.

- Get dial tone and press ***61**
 - Follow the voice prompts
-

Privacy Guard

Privacy Guard screens inbound anonymous calls.

To enable/disable Privacy Guard

- Dial ***88**
- Press **1** to enable/disable Privacy Guard
- Hang up

To change the Privacy Guard Access Code

- Dial ***88**
- Press **2** to set or change the Access Code
- Enter the new access code followed by #
- Hang up

To verify the Privacy Guard Access Code

- Dial ***88**
- Press **3** to verify the Access Code
- After hearing the Access Code, hang up

Remote Phone

Voice Mail

If you have any voice mail messages, when you lift the handset you hear stutter dial tone.

To access your voice mail:

- Dial ***09**
- Follow the prompts to use the voice mail system

Star Code Summary

| <i>Feature</i> | <i>Set</i> | <i>Cancel</i> |
|---------------------------|------------------------|---------------|
| Abbreviated Dial | 75* + menu | 75* + menu |
| ACD Queue | *10 | *10 |
| Anonymous Call Rejection | *77 | *87 |
| Billing Codes | *02 + code + # | N/A |
| Call Block | *60 + menu | *80 + menu |
| Call Forward – All Calls | 72* + no. + # | 73* |
| Call Forward – Busy | 76* + no. + # | 77* |
| Call Forward – No Answer | 78* + no. + # | 79* |
| Call Forward – Out of Svc | 70* + menu | 71* |
| Call Forward – Selective | *63 + menu | *83 + menu |
| Caller ID Block | *67 | N/A |
| Caller ID Block Release | N/A | *82 + no. |
| Call Jump | **#<num># **8 to VM | **0 |
| Call Return | *69 | N/A |
| Call Trace | *57 | N/A |
| Call Waiting | FLASH | *70 + no. |
| Conferencing (3-way Call) | FLASH + no. | N/A |
| Directed Call Pickup | *12 + ext. | N/A |
| Do Not Disturb | *04 | *04 |
| Group Call Pickup | *06 | N/A |
| Hold | FLASH | FLASH |
| Park a Call | FLASH + *05 | N/A |
| Pick up a Parked Call | FLASH + *25 | N/A |
| Priority Call | *61 + menu | *61 + menu |
| Privacy Guard | *88 + menu | *88 + menu |
| Redial | *07 | N/A |
| Selective Call Rejection | *60 + menu | *80 + menu |
| Speed Dial | 74* + menu | 74* + menu |
| Transfer | FLASH + *08 | N/A |
| Voice Mail | *09 | N/A |

