



Hosted VoIP User Information

Placing/Receiving Calls:

To place a call, dial the 10 digit number of the person you are trying to call, or the 4 digit extension of another person in your office and hit [SEND]

To Answer a call either lift the receiver or push the [SPEAKER] button

Transferring

To transfer a call, push the [TXFR] button and dial the extension or number you wish to transfer to, then hit the [SEND] button.

Conferencing

To establish a conference call, you will use the [CONF] button to tie different "lines" together.

Example 1: You have no current active calls.

Place a call to the first person you wish to have a conference call with (line 1), then place them on [HOLD]. Then call the next person you wish to conference with (line 2), then press the [CONF] button and choose Line 1.

Example 2: You have 1 active call engaged on Line 1

Place the active call on [HOLD] then select a new line and call the next person. When the next person answers, hit the [CONF] button and select Line 1.

Voice Mail

Your phone is equipped with a personal voice mail box. This voice mail box will answer for you when you do not pick up a ringing call after approximately 4 rings. When a message is left, an indicator light on your phone will be lit, indicating you have a new message. Also, if you have a valid email address assigned to your extension, a copy of the voice mail message with other information, will be emailed to you as well (messages that are deleted in email are NOT deleted in the voice mail box).

To access voice mail, press the [MSG] key on your phone. Then enter your password. The default pass-code for your voice mail box is your extension number. Please change your password and greetings as soon as possible. To change your options, press 0 from the main menu. Then press 5 to change your password.

To access you voice mails and telephone forwarding settings from our website, go to our website at www.cachetelecom.com and choose the [Voice Mail Login] link. You will need your email address assigned to the extension, your extension number and voice mail password. There you can change some options for your phone and listen to voice mail.

For support visit our website at <http://support.cachetelecom.com>