



Hosted Voice Select

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Quick User Guide

Calling Another Extension.

To call another extension number, dial the ext number i.e 201 or press the pre-programmed BLF button then lift the handset.

To Place an External Call.

To place an external call dial telephone number starting with a "0" i.e. 01246439800, then lift the handset, local calls must be dialed with the full STD code.

Receiving Calls.

To answer a call whilst the phone is ringing lift the handset or if you wish to answer using speaker phone press the **Speaker** button or to use the headset press the **headset** button.

To Transfer a Call to Another Party.

To transfer a call during a conversation press the **Transfer** button, dial the telephone number you wish to transfer to i.e. (201 or 01246439800), wait for them to answer then hang up to complete the transfer.

Or to transfer to a pre-programmed BLF button press **Lines** then press the desired extn, wait for them to answer then hang up to complete the transfer.

If the party you are transferring to doesn't answer then press the **Cancel** button to return to the caller.

Putting a Call on Hold.

During a conversation you can put a call on hold at any time by pressing the **Hold** button at this point the handset can be replaced, to return to the caller press the **Resume** button.

Accessing the Placed Calls List.

To access the placed calls list, press the → button on the **Navigation Keypad**, select the the desired record then press the → to call.

Accessing the Received Calls List.

To access the received calls list, press the ← button on the **Navigation Keypad**, select the the desired record then press the → to call.



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Accessing the Missed Calls List.

To access the missed calls list, press the ↓ button on the **Navigation Keypad**, select the the desired record then press the → to call.

Making a Conference Call.

To make a conference call establish the first Party, press the **More** button followed by the **Confnc** button dial the number of the second Party, to join all three Parties together press the **More** button followed by the **Confnc** button.

Picking up another extension.

You can pick up a phone that is ringing in the same office by either pressing their flashing BLF button or by pressing **More** then **Pickup**, this will and the ringing phone.

Recording your Personal Voicemail Greeting.

To record you personal voicemail greeting Dial 1571 then lift the handset or press the ☒ button followed by **Connect**, you will be connected to call minder press option 2 to change your personal options.

To change your greeting press 1, to change your greeting follow the voice prompt.

To Activate Your Voicemail.

To Activate your voicemail to answer calls on busy Dial *40 to cancel Dial #40.

To Activate your voicemail to answer calls on no answer Dial *41 to cancel Dial #41.

To Listen to a Voicemail Message.

When a caller has left you a voicemail message the red LED will flash on the top of the phone, also you will see a message on the screen displaying the number of new messages.

To retrieve the messages press the ☒ Button followed by **Connect** you will be then prompted how to listen to your messages.



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To Transfer a Call From a Cordless Phone

To transfer a call during a conversation press the **R** or Recall Button follow by 45#

Then the Telephone Number you wish to transfer to followed by #

Wait for answer or just hang up to transfer the call

i.e. **R 45# (201 or 01246439800)#** (Announce the call) hang up

If the party you are transferring to doesn't answer then press **R** or Recall to return to the caller.

Useful Feature Codes

Forward All	*72
Cancel Forward All	*73
Forward All Calls Status	*21*
Forward on Busy	*90
Cancel Forward All	*91
Forward All Status	*67*
Forward No Answer	*92
Cancel Forward No Answer	*93
Forward No Answer Status	*61*
Call Pickup	*98
Direct Call Pickup	*97
Do Not Disturb	*78
Cancel Do Not Disturb	*79
Pull Call	*11

Internet User Portal Address.

<https://portal.yourwhc.co.uk/businessportal/login.jsp>

