HOSTED VOICE
Features and User Guide

Astound
Business Solutions
Powered by RCN | GRANDE COMMUNICATIONS | wave

Welcome to
Astound Hosted Voice

Thank you for choosing Astound Hosted Voice
as your new communications solution.
By partnering with Astound Business Solutions,
you now have access to incredible
state-of-the-art technology and dedicated local
support. Astound Hosted Voice offers you a
robust, scalable communications
package that fits your business.

This guide provides key information on your services
and features, so you can get the most out of your
Astound Hosted Voice solution.

OVERVIEW

One of the exciting benefits of
Astound Hosted Voice
is the ability to set up and control
your communications according
to the specific needs of your business.

You can customize and manage your phone,
calling features and voicemail via the web portal:
https://voice.myastoundphone.net

You can also download applets by
visiting our download page:
https://www.astound.com/business/support/voice

The applets include:

Attendant Console
A professional softphone for
operators and receptionists.

Go Communicator
Go Communicator links your CRM or business
database with Astound Hosted Voice.

*The above applets are only available to users
who add these features to their service.*

This manual is a general overview of Astound Hosted
Voice and not meant to be an in-depth description
of all features. If you have any questions please reach
out to your Astound Business account executive.

Logging into Myastoundphone:

Go to: https://voice.myastoundphone.net

Use your Astound phone number
and password to log in.

TABLE OF CONTENTS

HOSTED VOICE
Access

Reference this section of the guide to learn about all the features you can use to streamline communication.

Find out how to log in to your Hosted Voice Web Portal, listen to voice mail, configure personal phone settings, transfer calls and activate frequently used shortcuts to maximize your service.

Phone Feature Overview

Graphical LCD

Receiver

Back

Hold

Transfer

Soft Keys

Pagination Key

Main Menu

Navigation Pad OK/Select

Voicemail

Hands-free

Speakerphone Key

Volume Adjustment

Dial Pad

Mute

*Layout varies by phone model

Common Phone Access Codes

Feature	Activate	Deactivate	Results
Unconditional Call Forwarding	*72	*73	To forward calls immediately dial *72 plus the number you want to forward calls to to Activate. Dial *73 to Deactivate.
Busy Call Forwarding	*90	*91	Forward calls if your line is busy.
Call Pickup	*11		To pick up an incoming call to any line within a pre-defined pickup group, dial *11. The oldest incoming call within the group will be picked up on your line.
Directed Pickup (no barge-in)	*12		To pick up an incoming call to a specific line within your Business Group, dial *12 immediately followed by the extension of the Business Group line. The call will be picked up on your line.

(Continued)

HOSTED VOICE
Access

Common Phone Access Codes

Feature	Activate	Deactivate	Results
Caller ID	*65	*85	Displays incoming caller's name and number.
Automatic Recall	*69	*89	To return the call instantly without hearing the number first, dial *69. To cancel all outstanding AR attempts, dial *89.
Automatic Callback	*66	*86	To automatically callback the last outgoing call, dial *66. To cancel all outstanding callback attempts, dial *86.
Caller ID Block	*67		Dial *67, then the outbound number. This blocks your name and number on single outgoing calls.
Anonymous Call Rejection	*77	*87	This service automatically rejects all calls for which the caller has withheld the calling number.
Do Not Disturb	*78	*79	Allows you to block your line temporarily to prevent incoming calls. Outgoing calls can still be made as normal, but incoming calls are not connected; instead, the caller hears an announcement that you are not currently accepting calls.
Voicemail	*98		Access your voicemail by dialing *98 from the Astound line.

HOSTED VOICE
Access

Astound Portal Homescreen

The Homescreen gives quick access to the most frequently used options such as:

- Groups
- Call Settings
- Message Settings
- Notifications
- Reminders

Logging into your Astound Web Portal

Step 1: Ask your administrator for your initial password

Step 2: Enter this URL in browser:

https://voice.myastoundphone.net

Step 3: At login screen, enter your 10-digit phone number and Astound password

Groups
Members of the same work team or department

Call Settings
Set general call features like Call Forwarding, Call Blocking

Message Settings
Set up voice mail general information, call greetings, and mailbox access

Notifications
Establish how to get notified of voice mails

Reminders
Enable reminders for your phone number

Installation

Download the Astound Phone app for your desktop. Access the web portal to download the app.

1. Download through voice.myastoundphone.net:

Go to **https://voice.myastoundphone.net** and log into your account using your phone number and password credentials.
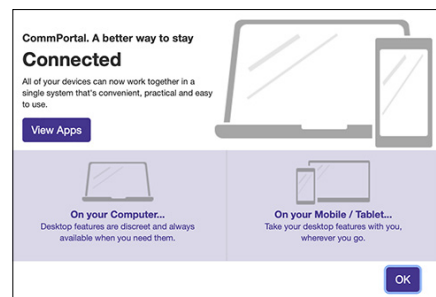
Go to the bottom right and click Downloads.

* Your Astound Hosted Voice Line must have the Astound Phone Desktop/Mobile client enabled for use. Please contact your administrator or Astound if you need assistance.
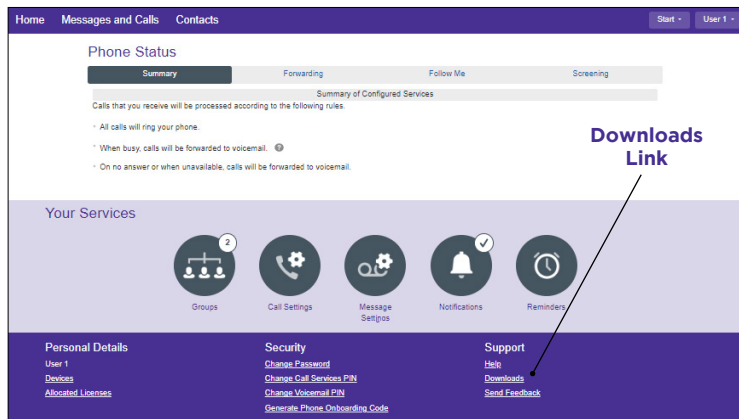
For Desktop and Laptop Computers:

Click on "On your Computer" in the Download Dialog box.

Select the appropriate Computer OS System. When prompted, save the file, then find the file in the download folder and open it to begin the installation process.

Follow the on-screen instructions to install the Astound Phone app.
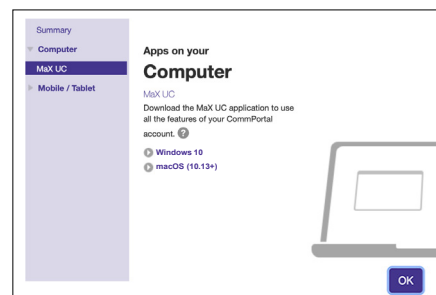
ASTOUND
PHONE
Installation
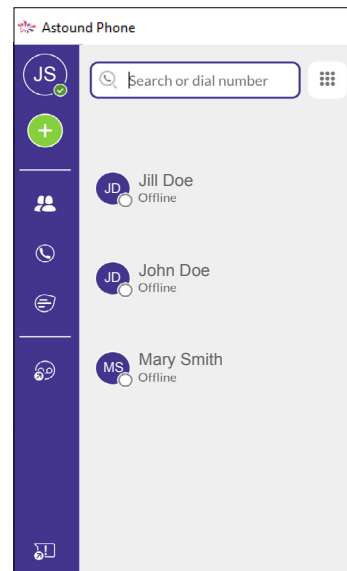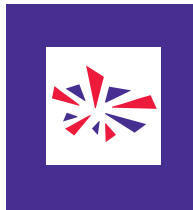
Installation

When prompted, save the file, then find the file in the download folder and open it to begin the installation process. Follow the on-screen instructions to install the Astound Phone applet.

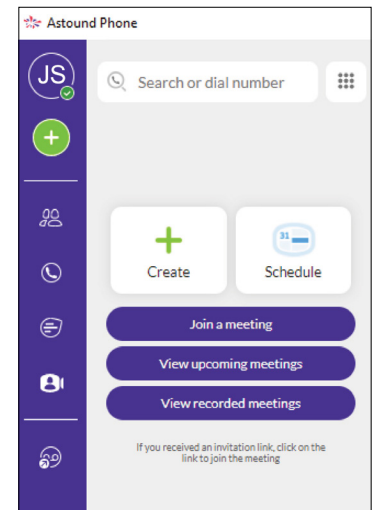**Once installed, launch the Astound Phone app.**

CONNECTNOW
Features

Meetings

Click on the Meetings Icon.

You will see five options:

- Create a Meeting
- Schedule a Meeting
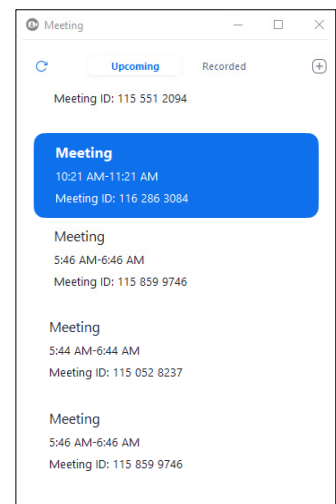- Join a Meeting
- View Upcoming Meetings
- View Recorded Meetings

View Upcoming Meetings

Lists all meetings that are pending. If you hover your mouse over the meeting you will see four options:

- **Start** – Begins the meeting
- **Edit** – Update, make changes to the meeting
- **Delete** – Removes the meeting
- **Copy** – Allows you to copy the meeting information and send it to participants who may have lost the information

  The information copied includes:
  - Meeting name
  - Date of meeting
  - Time of meeting
  - URL to join the meeting
  - Phone number to join the meeting (if not using computer audio)
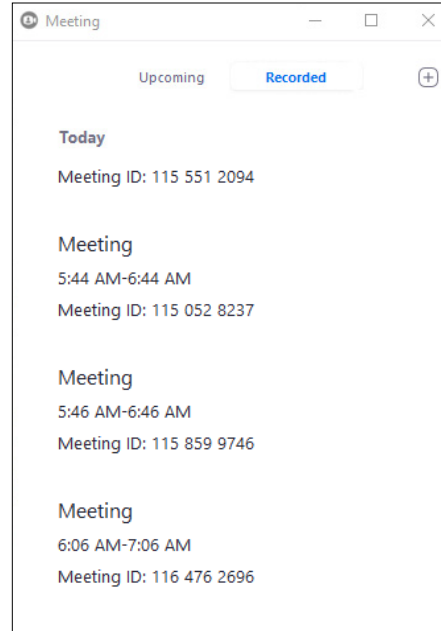 - Meeting ID

View Recorded Meetings

Lists all meetings that were recorded. If you hover your mouse over the meeting you will see four options:

• **Play** – Plays video and audio of the recorded meeting

• **Play Audio** – Plays the audio of the recorded meeting

• **Open** – Launches File Explorer (in Windows) and displays the individual audio and video files
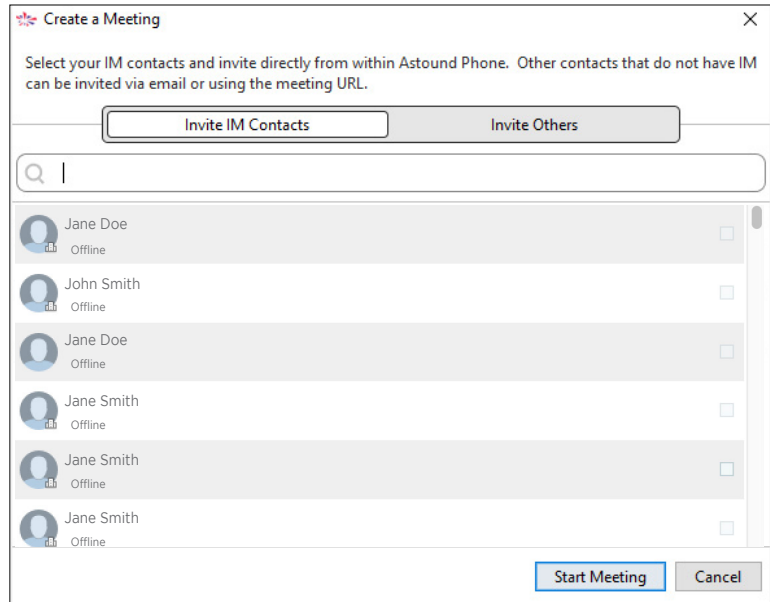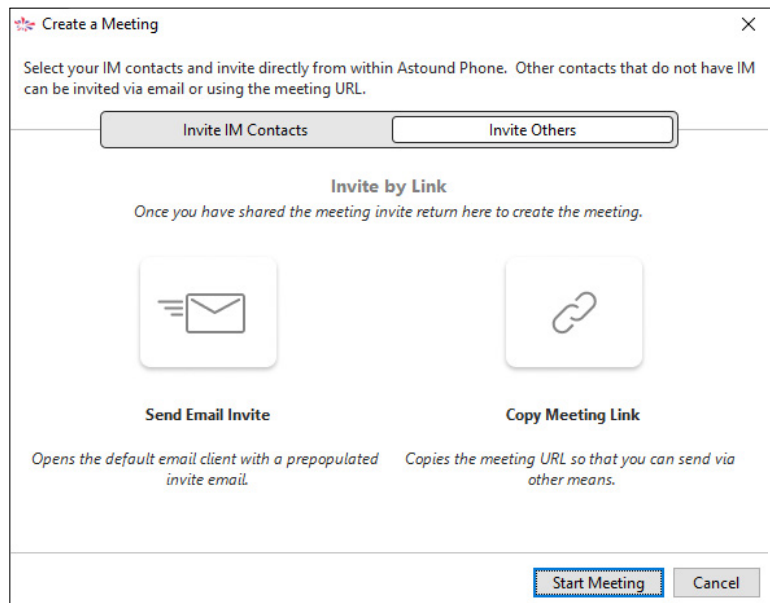
• **Delete** – Removes the meeting

CONNECTNOW
Features

Create a Meeting

Allows you to launch an instant meeting. There are two ways to start an instant meeting:

1. Click **Invite IM Contacts** and select those individuals from within your business group.

2. Click **Invite Others.** You now have two options:
   a. Send Email Invitation – Sends a meeting invite from your mail client.
   b. Copy Meeting link and send an email to desired participants.

Schedule a Meeting

You can use ConnectNow to schedule a one-off or recurring meeting.

1. Select the Schedule a Meeting option to launch the Schedule a New Meeting window. Here, you can set:
   - The topic of the meeting
   - Date
   - Time
   - Meeting duration
   - Specify various other audio and video settings for the meeting
   - Determine whether a password is required for the meeting

2. Then click Schedule to open the meeting invitation and select the participants you want to invite to the meeting before sending the invite.

   The ConnectNow meeting is added to the participant's calendar.

   Note: The participant does not need to be a ConnectNow subscriber to join the meeting. They simply click the link and can join the meeting.

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Join a Meeting

You can join a ConnectNow Meeting by clicking on the Join button and entering the meeting ID, or by opening the Meeting URL in a browser.
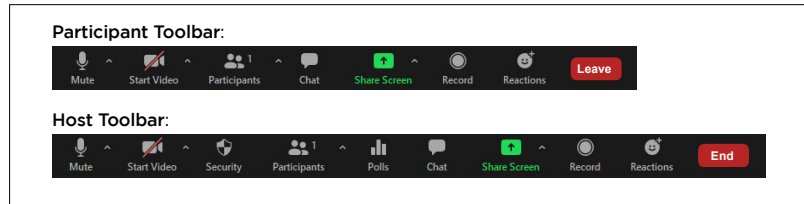
The Meeting Window

While a meeting is in progress, you will either see the Participant Toolbar or the Host Toolbar at the bottom of the Meeting window. Options may change based on permissions.

Participant Toolbar:

| Mute | Start Video | Participants | Chat | Share Screen | Record | Reactions | Leave |

Host Toolbar:

| Mute | Start Video | Security | Participants | Polls | Chat | Share Screen | Record | Reactions | End |

Set Up your Audio and Video

Use the Microphone icon to toggle your microphone or adjust settings:

On and Off

Use the Video icon to toggle your video or adjust settings:

On and Off

View Meeting Participants as the Host

Click on **Participants** to see who has joined the meeting.

A Host can access the following options from the Participant window:
• Mouse over a participant to mute or unmute them
• Ask to Start or Stop a participant's video
• Make a participant a Host or Co-Host
• Rename a participant
• Put a participant in the waiting room
• Remove a Participant
• Chat with a participant

At the bottom of the participant window:
• Set participant permissions, lock meeting room, mute all

At the foot of the screen:
• Security Settings, Polls, Chat, Screen Sharing, Record, Breakout Rooms and Reactions

At the top right of the video window screen:
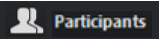• Enter/Exit Full Screen
• Adjust views

CONNECTNOW
Features

The Meeting Window (Continued)

Invite Contacts to Join the Meeting

At the bottom of the participants window, click Invite

View Meeting Participants as a Participant

Click on Participants to see who has joined the meeting.

You can access the following options from the Participant window:
• Mute/unmute yourself
• Rename yourself
• Invite new participants

• At the foot of the screen:
  ◦ Mute Me – Put yourself on mute
  ◦ Raise Hand – Let the meeting host know you have something to say
  ◦ Add Reaction emojis
 ◦ Adjust settings
  ◦ Share screen

CONNECTNOW
Features

Share Screen

Click on Share [icon] to share your screen or an application.

- Select the Screen option to share your entire desktop. The participants will see your entire desktop.
- Your open applications will be listed on the Share tab. Click on an application to share. The participants will only see that specific application.
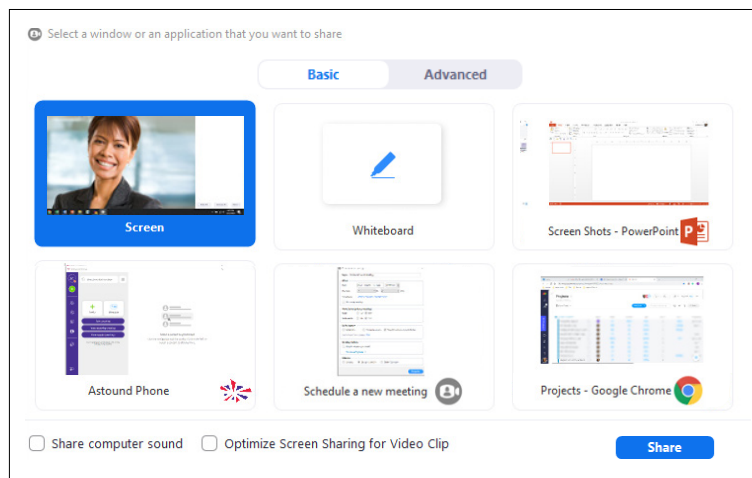
Chat

Click on Chat [icon] to launch the Chat window.

You can chat with everyone or with an individual.

- To chat with everyone make sure the "To" field reads "Everyone". Type your message in the chat box and press Enter when done.

- To chat with an individual:
  - Click on the "To" field to display all the participants in the meeting. Select and click on the person you want to chat with and type your message in the chat box. Press Enter.
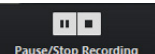

18
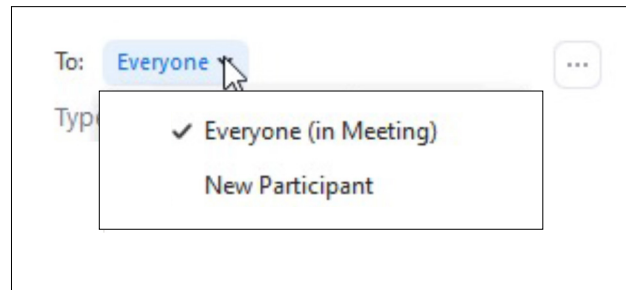
CONNECTNOW
Features

Record

To Record a meeting press the Record button

- There will be an announcement that the meeting is being recorded.
- From that point on all conversations and video (if activated) will be recorded.
- To end the recording press the Stop Record button

When the meeting ends the recording will be converted to an MP4 and downloaded onto your computer.

accessionrecord_0
audio_only
playback
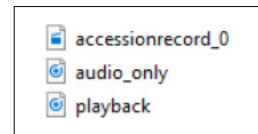
Whiteboard

Make your meetings even more productive by utilizing the Whiteboard feature in ConnectNow. The Whiteboard feature takes collaboration to the next level and allows both you and your participants to draw, erase, and place shapes into a completely virtual notepad right in your online meeting room. It's an immersive team collaboration tool perfect for project planning, and more.

To launch a whiteboard, click on Share   and click the Whiteboard icon.

Basic   Advanced

Whiteboard   iPhone/iPad
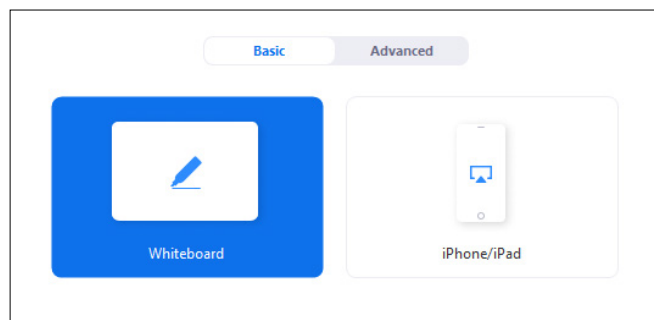
Whiteboard (Continued)

The whiteboard appears with several annotation options:
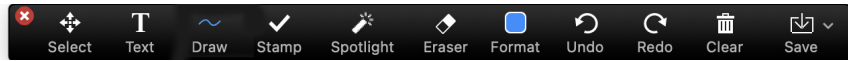

- Text – Allows you to type text on the whiteboard surface in a text box
- Draw – Affords several symbols or shapes to choose, or you can free style draw
- Stamp – Allows you to call out areas with special shapes
- Spotlight – Lets you highlight certain words, objects, or pictures on the whiteboard
- Eraser – Gives you the opportunity to delete various things on the whiteboard
- Format – Provides many of the familiar formatting options such as:
  - Boldface
  - Italicize
  - Font size
  - Colors
  - Line thickness
- Undo – Reverses an action
- Redo – Repeats an action
- Clear – Erases the entire whiteboard
- Save – Allows you to save your work for future use
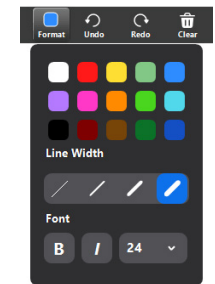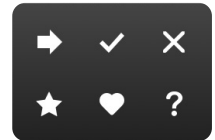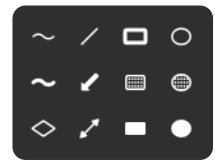
Leaving or Ending a Meeting

- In the bottom right of the Meeting Window click on **End** Two buttons will then appear:
- To leave a meeting as a participant click on **Leave Meeting**
- To end a meeting as a host click on **End Meeting for All**

CONNECTNOW/
ASTOUND PHONE
Options

ConnectNow and Astound Phone Options

You can personalize ConnectNow & Astound Phone to meet your needs through the many features in the Options window.

To get to the Options window, click on your initials or avatar in the top left, then Settings, when the drop down panel appears. The Options window will open up.
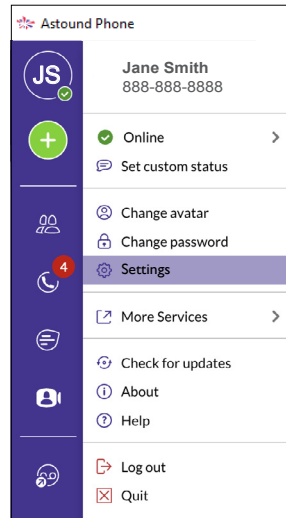
• General Settings

- Astound Phone Options
- Choose ringtone
- Manage contacts
- Stored Recordings Destination
- Provide Feedback

CONNECTNOW/ ASTOUND PHONE
Options

• Calls
  - How calls are made
  - Direct Call options
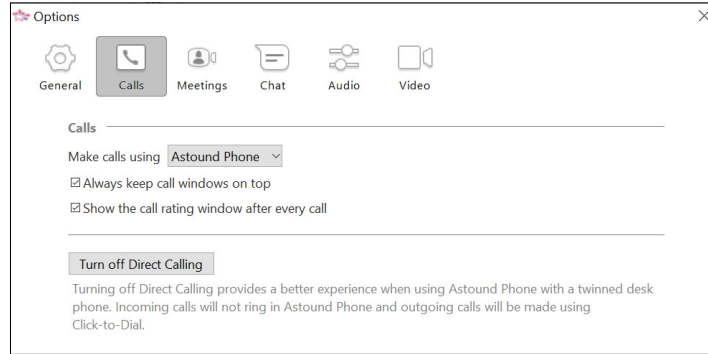
• Meetings
  - Set how to join meetings
  - Set defaults for scheduling meetings
  - Set defaults for sending invitations
  - Determine settings for the meeting
  - Advanced Settings
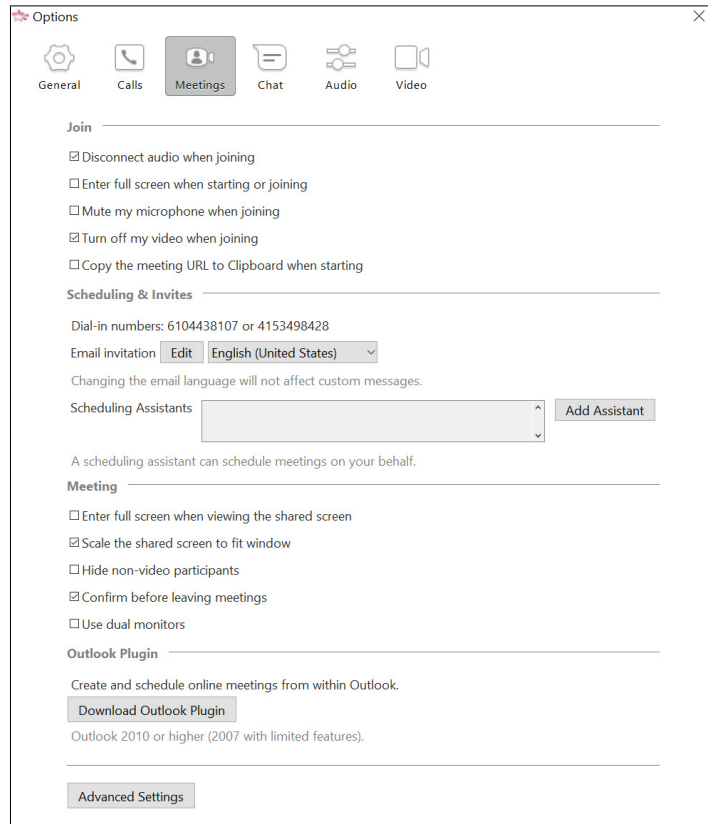
CONNECTNOW/ ASTOUND PHONE
Options

(Continued)

• Chat (Astound Phone)
  ○ Create defaults for the Chat window, presence and use

• Audio (Astound Phone)
  ○ Microphone levels
  ○ In call audio levels
  ○ Notifications

CONNECTNOW
Options

ConnectNow Options (Continued)

- **Video**
  - ○ Select from available attached cameras

CONNECTNOW
Meeting Security

Securing Your Meeting

Securing your videoconferencing meeting with ConnectNow requires a few simple best practices:

Password Protect your Sessions

Create a password for each of your meetings and share it with the participants you invite. You can set a password when you schedule your meeting. Click on the Meetings icon and select Schedule.
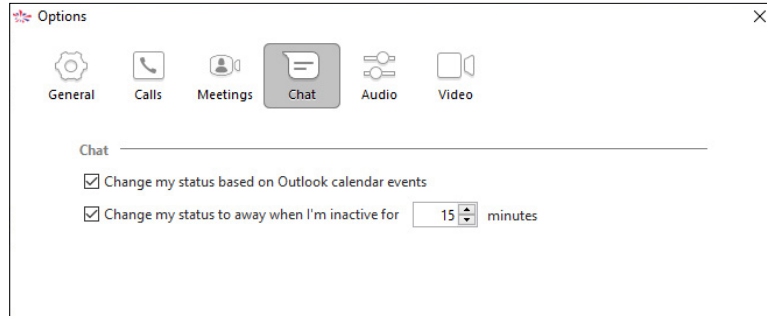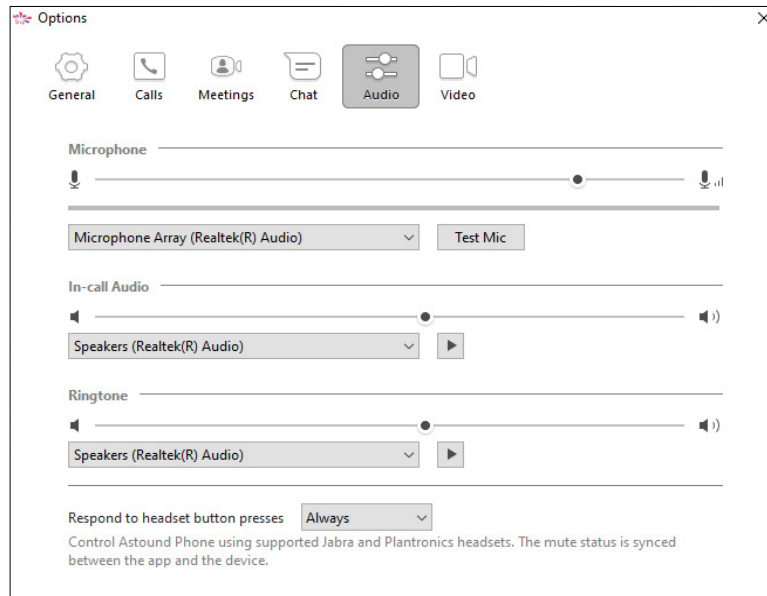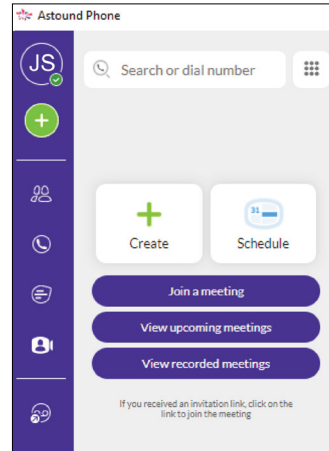

In the Schedule a New Meeting window, and under Meeting Options create a unique password. There are also other options to secure your meeting when scheduling a meeting.

• You can disable the Enable Before Host option. This prevents participants from joining the meeting until the host starts the call.

• Enable Use Personal ID. Participants will need to enter your personal ID number to access the meeting.

CONNECTNOW
Meeting Security

Securing Your Meeting (Continued)

Use a Waiting Room

Using a Waiting Room allows you to filter who can join the call. ConnectNow allows you to send all participants to a waiting room where you can either admit everyone together or select participants individually to admit into the session.

You can activate the Waiting Room through your settings (see the Settings section):

• From the Meeting Window click on Participants.

• In the lower right of the Participant window click on More.

• Select the option: Put attendee in waiting room on entry.
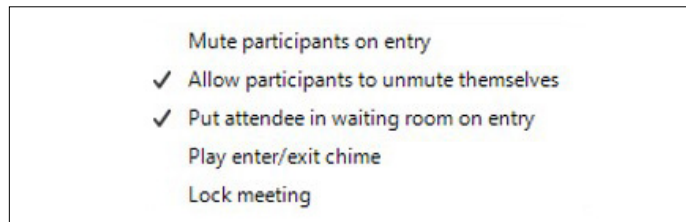
Lock your Sessions

Once all of the invited participants have joined a session you can lock the meeting. This will prevent anyone from joining the meeting once it is started. To lock the meeting:

• From the Meeting Window click on Participants.

• On the lower right of the Participant window click on More to see the option Lock Meeting.

• You will see a pop up window asking you to confirm your selection.
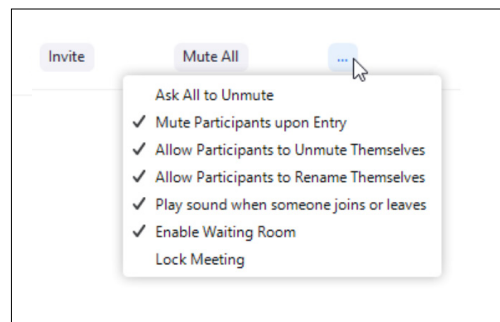
Securing Your Meeting (Continued)

Play a Sound when Participants Enter or Leave a Meeting

Whenever someone joins or leaves the call, a sound will play alerting you to that fact. This will allow you to ask who joined the call or let you know someone may be lurking in the background.

Remove Troublemakers

Occasionally review the list of attendees and remove anyone who does not belong:

• From the Meeting Window click on Participants

• Scan the list of attendees in the Attendee window

• Simply hover your mouse above his or her name and select More to remove the participant
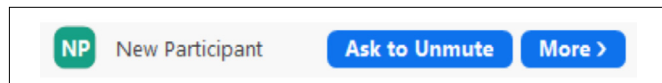
CONNECTNOW
Meeting Settings

Settings

Set meeting options on the Astound Phone app. Click on the Meetings icon , then Schedule.
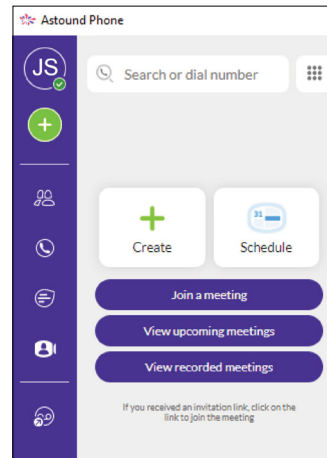
In the Schedule Meeting window you can set several defaults such as:

- Set how to join meetings
- Set defaults for scheduling meetings
- Set defaults for sending invitations
- Determine settings for the meeting

HOSTED VOICE
Features

Home

The summary tab provides a description of how calls you receive will be handled, taking into account the settings for all of your incoming call services and any interactions between them.

Messages and Calls

Messages and Calls displays new and saved voice mail messages.
It also shows you:

- Missed Calls
- Received Calls
- Dialed Calls
- Deleted Voice Mail Messages

Contacts

You can organize contacts and see extensions and short codes that are managed by the Business Group Administrator as well as:

- Create new contacts
- Create groups of contacts (such as customers, personal, etc.)
- Import a CSV file from a program that can export a CSV file (such as Outlook in Windows or the Contacts App in OS X)
- Export contacts (in a CSV format for use in other programs)
- Create Speed Dials (such as 41 for 1-212-555-4141)
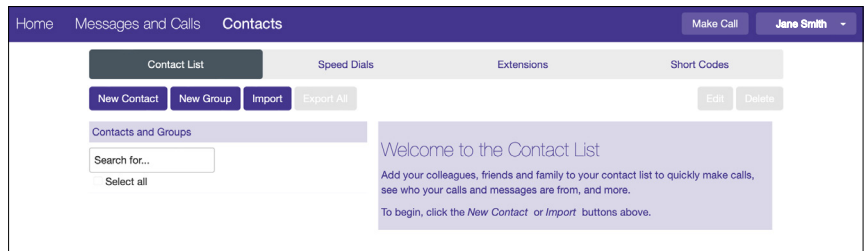
Call Settings

Settings allows you to configure your account and phone with some
additional options.
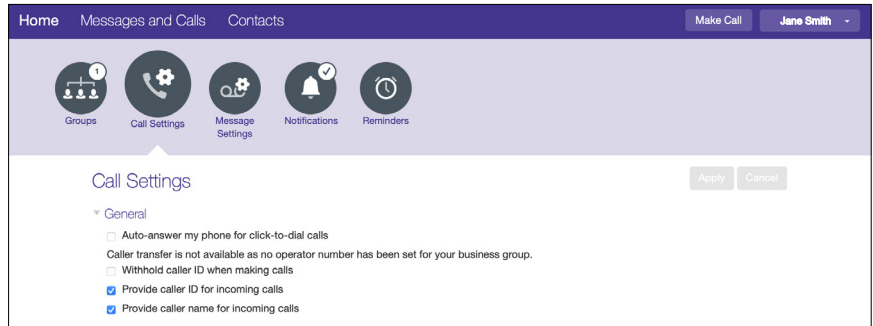
General: This section has options for Caller ID, Call Forwarding and
Call Blocking.
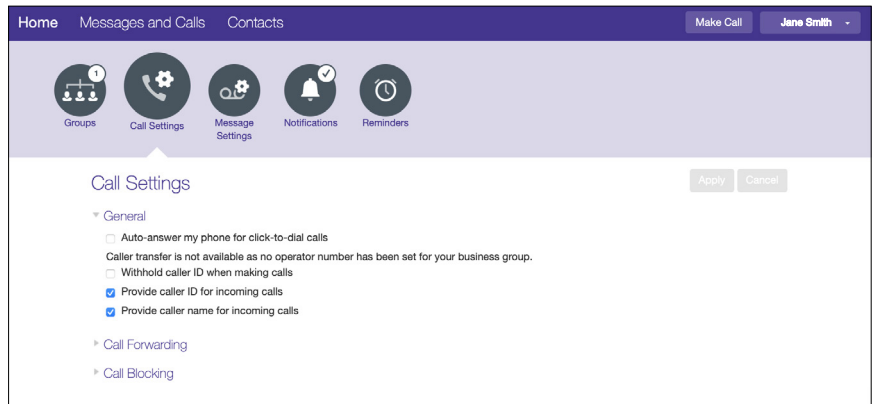
Additional Settings

Message Settings: Manage Voice Mail settings such as:

- Forward a voicemail as an audio file (.wav) to an email address
- Log in options and what information is played by default when listening to Voice Mail
- Record a new greeting or different greetings for when your line is busy, calls are outside normal business hours, or if they're calling from your business group.
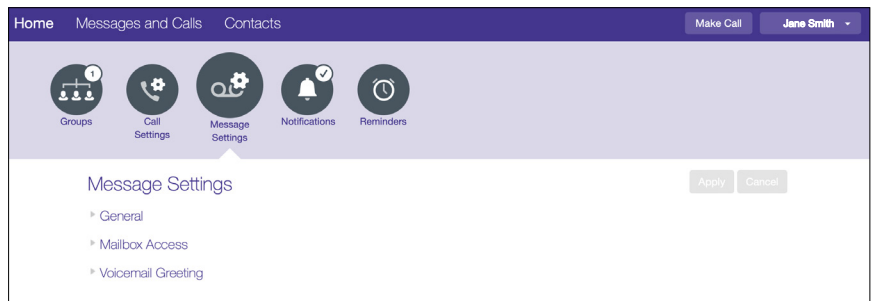
Notifications: Where notifications should be sent.
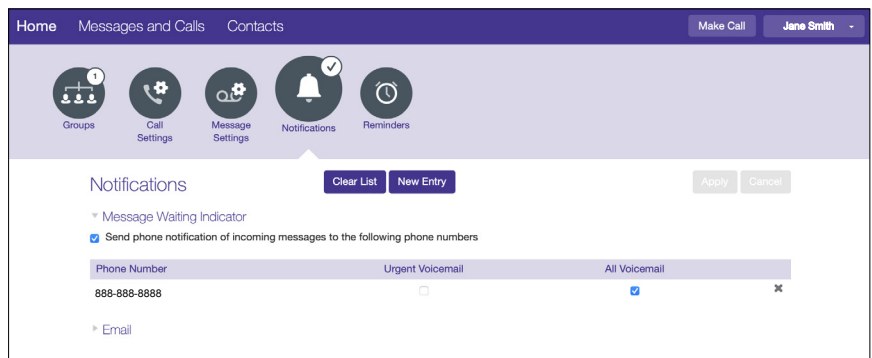
Reminders: Reminders make a call to your Astound HV line.
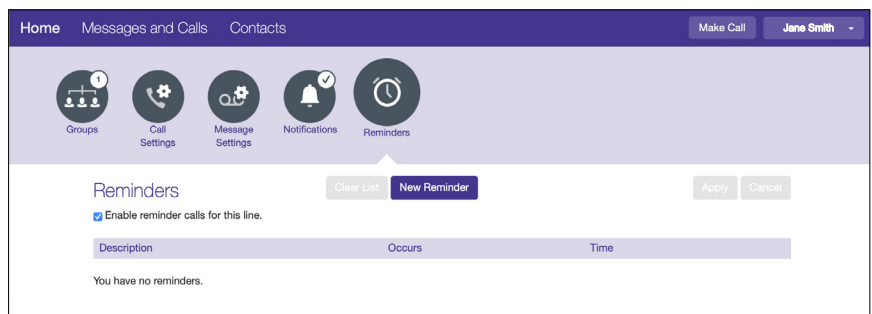
CALLER ID
Features

Caller ID Overview

Manage Caller ID and Name from Call Settings.
.

Actions in the web portal:

Step 1: Click Call Settings option

Step 2: Click on General drop down

Step 3: Click on the appropriate option

• Withhold Caller ID when making calls

• Provide caller ID for incoming calls /
  Provide caller name for incoming calls
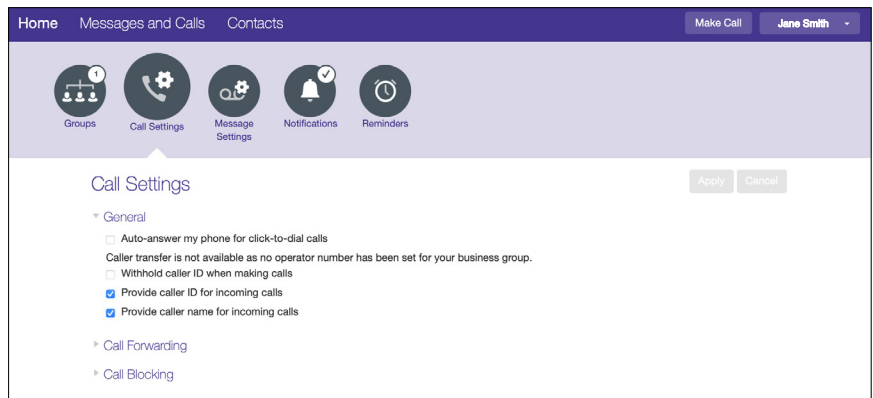
CALLER ID
Features

Caller ID Blocking

Prevents your phone number and/or name from appearing on the display unit of the called party. "P", "Private", or "Anonymous" will show on their display units.

If you have deactivated "Withhold Caller ID when making calls" you can still temporarily block your Caller ID Name and Number on a per call basis.

Per call ACTIVATION of Caller ID Block (before you dial):

(✱) (6) (7)

Caller ID Permanent Blocking

Permanent Blocking is a service applied on your request. Caller ID Blocking will remain active at all times unless you deactivate this service before you place each phone call.

If the called party has "Anonymous Call Rejection", your call will not be completed if the Caller ID Blocking feature is activated.

Caller ID Blocking must be deactivated to be able to reach the called party.

After deactivating the Caller ID Blocking, ID and number will appear on the Caller ID of the called party.

(✱) (6) (5) **To ACTIVATE Permanent Call Blocking**

(✱) (8) (5) **To DEACTIVATE Permanent Call Blocking**

Voice Mail Access

Access from your Office Phone

1. Press any of the following buttons:

   If the phone does not have a Voice Mail button dial ＊98

   Menu > Messages > Message Center > Connect

2. Enter your PIN

Access your Voice Mail from an Outside Line

1. Dial your phone number

2. Wait for greeting

3. Dial ＊

4. Enter your PIN

Message Playback Keys

Playback Key Function	Key
Increases message volume	6
Incrementally increases message volume	6 (pause) 6
Slows playback speed	7
Incrementally slows playback speed	7 (pause) 7
Pauses playback (up to :20) audible "ping" sound will be heard during pause	8
Resumes playback	repeat 8
Increases playback speed	9
Incrementally increases playback speed	9 (pause) 9
Date and time of message	66
Skips message back :05	77
Skips message forward :05	99

The playback keys are only active during the playback of a message. They are designed to help you listen to your messages, for example by skipping back a few seconds to repeat an important detail.

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VOICE MAIL
Features/Access

Access Voice Mail from the Portal

Voice Mail in web portal allows you to play and view Voice Mail messages.

Messages and Calls > Message Tab

New VM Button
Record and send new VM to the number you enter in box

Messages

List of Voice Mails

Play Button
Click to listen to audio file of VM

Delete All Button
Deletes entire VM box

Voice Mail Playback Pop-up Window
Control playback and save, delete or close each VM

Home	Messages and Calls	Contacts		Make Call	Jane Smith

| Messages | Missed | Dialed | Received | Deleted | ⚙ |

New Voicemail — Delete All

▶ (888) 888-8888   Wed 4/22, 10:32 am, 16 secs   Actions
▶ (888) 888-8888   Tue 4/21, 3:33 pm, 42 secs   Actions
▶ (888) 888-8888   Mon 5/20, 12:57 pm 45 secs
▶ (888) 888-8888   Wed 3/22, 10:32 am, 16 secs   Reply
▶ (888) 888-8888   Tue 5/21, 3:33 pm, 42 secs   Mark as heard
▶ (888) 888-8888   Mon 4/21, 12:57 pm 45 secs   Forward as Email
                                                 Forward as Voicemail

New Voicemail

To: [▼]
☐ Urgent   ☐ Private

Record Message
                        00:00 / 00:00
● ▶ ○————————————   🎤 🔊

Security	Support
Change Password	Help
Change Call Services PIN	Downloads
Change Voicemail PIN	Send Feedback

Actions Dropdown Menu
- Reply
- Mark as heard
- Forward as Email (with VM as .wav file)
- Forward as Voice Mail

Forwarding

You can access many different Call Forwarding options from the Home tab in the web portal.

From the Homescreen > Forwarding >

- Immediately
- Busy/No Answer
- Unavailable
- Selected Callers
- Forwarding Destinations

Forwarding Settings in the Portal

1. Homescreen > Forwarding >

Manage Forwarding Options

(Continued)

2. Homescreen > Follow Me

When enabled, this service redirects calls that you receive to one or more alternate destinations. You may configure multiple destinations to ring in turn, simultaneously, or a combination of the two.

• To configure this service, you must define a number of rules. Each rule defines a destination you want to ring when you receive a call, and how long you wish that destination to ring for. Each rule is assigned to a numbered step.
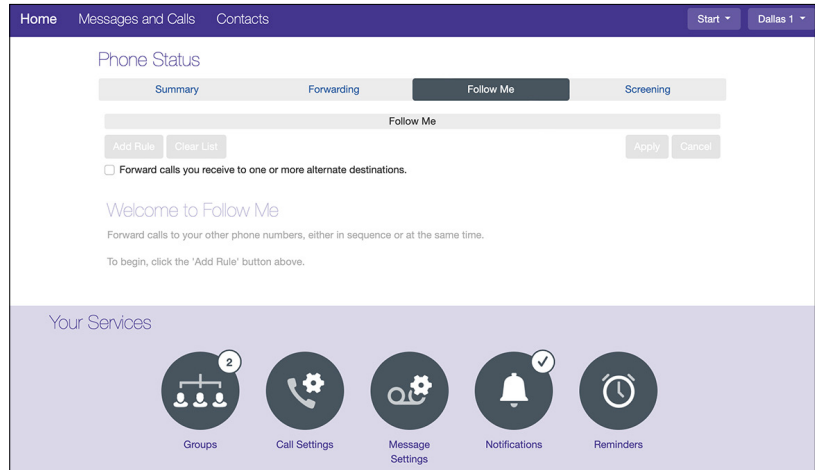
2.5 Homescreen > Screening

Screening Options:

• Do Not Disturb   • Anonymous Rejection
• Selective Rejection   • Priority Call
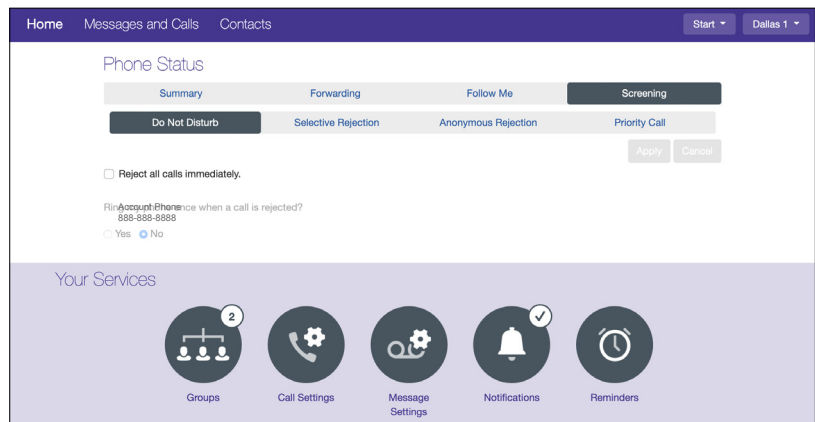
HOSTED VOICE

Forwarding Features

2.5 Homescreen > Screening

- **Immediately:** Forwards Calls Immediately to another number.

- **Busy/No Answer:** Options to forward calls when no answer, or forward calls when busy.

- **Unavailable:** This sets up a forward in case your phone loses power or connection to the Astound phone service. In this circumstance callers would normally be sent directly to voicemail (or forwarded if that's the "if there is no answer" setting). This is a way to ensure even if the phone stops working you can still receive calls, for example on your mobile phone.

- **Selected Callers:** Create a list of numbers that will forward to the specified number when they call your account phone, no matter your other incoming call settings.

- **Do Not Disturb:** Calls are rejected immediately and forwarded to Voicemail.

- **Selective Rejection:** Create a list of numbers that will be rejected without ringing your account phone or going to voicemail. Common uses are for robo-calls or numbers being spammed or harassed from. The caller will hear a message that the person they are calling is not accepting calls from them.

- **Priority Call:** Create a list of numbers that will have a ring distinctive from the default ring. Common uses are to distinguish personal calls (e.g., partner, children) or co-workers on the same Astound account vs. other callers (e.g., distinguishing which is a call from a client vs. co-worker). The distinctive ringtone is defaulted and cannot be altered/selected.

- **Anonymous Rejection:** If turned on, anonymous callers (calls with caller ID blocked/masked) will be rejected and will not go to voicemail. Callers will hear a message that you've blocked anonymous callers.

CONTACT
Features

Speed Dial

> Speed Dials > New Speed Dial

One digit codes range from 2-9. Two-digit codes range from 20-49.

Type in the number to be dialed.

Press "Add".

Note: Include all numbers needed to dial out, eg: area code + number.

Using Speed Dial

Dial the speed dial number then press "Dial" on phone.

To delete Speed Dial: Under Speed Dial, press the black X next to the speed dial to be removed.

Press "Apply".

Short Codes

A Short Code is a code specific to the Business Group or department that represents a (usually) external directory number or another code that can only be dialed within the Business Group or department (for example a Call Service access code). They can only be created by Administrators.

Short Codes may be either a single code (up to 7 digits) or a range of codes. Service Access Codes consist of a string of digits, and may optionally start with a * or #.

Home	Messages and Calls	Contacts			Make Call	Jane Smith ▾
	Contact List	Speed Dials	Extensions	Short Codes		

Short codes allow you to quickly dial common numbers. The table below shows the short codes currently in operation.

Short Code	Telephone Number or Service Access Code
7454 - 5329	(888) 888-8888 – (888) 888-8888

ASTOUND PHONE

Attendant Console

Attendant Console

Attendant Console is a specialized softphone with advanced capabilities for receptionists and front desk managers that allows them to manage multiple incoming calls at the same time seamlessly.
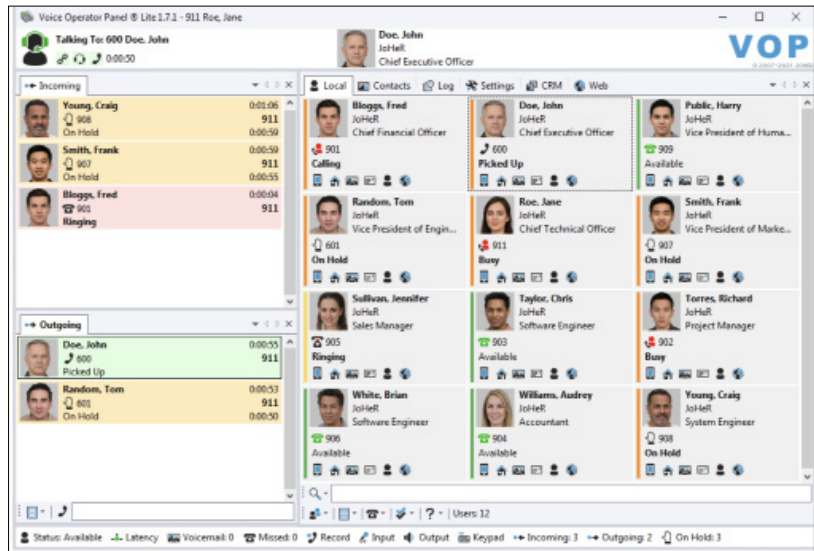
Adding this Service:

• Provides customers with a better user experience

• Manages medium to high call volume

• Offers more visibility within the workplace

• Provides call-flow efficiency

This service comes with:

• Presence status of a business's Hosted Voice Users

• Incoming and outgoing call dashboard

• Blind and Warm call transfer

• Local and External Directory

• Call Statistics Log

ASTOUND PHONE

Attendant Console

Attendant Console (Continued)

Other Features Include:

- Caller ID with Name and Contact's directory information
- Contacts' Presence & Phone status (Available, Ringing, Busy, Do Not Disturb, etc.)
- Detailed call log with filtering and search
- Call processing priority (red/orange/green)
- Timers for call duration and hold time
- Call forwarding (for all calls or for calls over a certain threshold)
- Call recording
- Email integration
- Headset support
- Call Statistics (current & peak number of incoming, outgoing, and calls on hold, number of missed calls)
- User customizable layout and font size adjustments for personalized experience

PHONE SET
Features

Call Pickup

Call Pickup allows a subscriber on a Business Group Line to pick up an incoming call to any other line within a pre-defined group by dialing an access code.

Note: The Network Administrator will set up this feature for you.

1. Pick-up non-ringing phone, dial either:

✳ **1** **1**   or   CALL PICK-UP

2. Ringing call will appear on the phone

· ●●●●●

Directed Call Pickup

Directed Call Pickup is a service that allows you to answer a call that is ringing on another line in the same business group. Additionally, some SIP phones can monitor the status of a line using Line State Monitoring. This means that, for example, an executive assistant can see when calls are made to the CEO, and pick them up when they are busy.

In order to use this feature, you will need to enable Directed Call Pickup and Line State Monitoring.

Once setup, simply dial:

✳ **1** **2**

Immediately followed by the business line extension.
The call will be picked up on your line.

PHONE SET
Features

Do Not Disturb

This is a button on the phone that puts the line on standby. DND can also be enabled/disabled in the web portal.

Activation

DND ***** **7** **8**

Deactivation

DND ***** **7** **9**

Three-Way Calling

1. After receiving an incoming call

2. Press **CONFERENCE**

3. Enter the number you wish to conference in

4. Press **SEND**

Note: A split button will appear on the phone, this will allow the conference to be split into two separate lines. This feature is optional.

5. Third party picks up

6. Press **CONFERENCE** and all three parties are now on the line together

Note: Three way calling is not a conference bridge.

PHONE SET
Features

Call Transfer

1. After receiving an incoming call

2. Press **TRANSFER**

3. Type number to transfer

4. Press **SEND**

5. Once the third party picks up

6. Press **TRANSFER** again, this completes the transfer

Note: The default option is a Warm or Consultative Transfer. Which means you will speak with the receiving party prior to transfer. You have the option to perform a Blind transfer if you would prefer. Press and hold the transfer to see the Blind Transfer option. A Blind Transfer will send the call immediately to the dialed Ext or Phone number.

CONTACT US

Astound
Business Solutions

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Have More Questions?

Please Contact Us:
astoundbusiness.com/contact/
or call: 1-833-249-2786