

## EnVoip Phone Feature List (Cheat Sheet)

- **Check Mailbox/Record Voice Mail:** To check VM from your phone, either press the VM button (if available) and the “**Connect**” soft key or alternatively, dial “\* 1” + “**Send or Dial**” and enter your PIN. To record your VM Greeting, log into your MB, dial “0” to reach “**MB Options**” and set up your “**Unavailable**” and “**Busy**” Greeting along with your “**Name**”.
- **Check General/Cloud MB:** Dial “\* 2” + “**Send or Dial**” and enter your Mailbox Number and Password.
- **Call Transfer:** When on a call, Press the “**Transfer**” soft key + desired extension number and press “**Send or Dial**”. Please note that on **Polycom VVX** phones, you may press the “**Consultative**” soft key to first speak to the party before transferring the call and in this option YOUR Caller ID will show up. However, if the “**Blind**” soft key is pressed before transferring, the Caller ID of the person calling will transfer with the call and will show up. On **Polycom IP** phones, the transfer default is an “**Assisted Transfer**” (same as “**Consultative**”) and you will have to press the “**Blind**” soft key for the original Caller ID to transfer.
- **Direct Transfer to VM:** Press “**Transfer**” + “\*6” and dial the desired extension number and press “**Send or Dial**”.
- **Intercom Call:** Dial “\* 1” + desired extension number + “**Send or Dial**”. The recipient will hear an announcement and you will be able to start speaking. (This feature can be turned off on your system if desired.)
- **Conference/Three Way Calling:** While on your first call, press the “**More**” and “**Conference**” soft key, place your 2<sup>nd</sup> call and when answered, press the “**More**” and “**Conference**” soft key again and all three calls will be connected. Optionally, while on the first call, choose another line, make a call and once connected, press the “**More**” and then “**Join**” soft keys and you will connect both lines. To select or disconnect one of the calls, press the “**Split**” soft key which will place both calls on hold and select the line you like pick up and press the “**Resume**” soft key and you can continue speaking or you may press the “**End Call**” soft key to hang up and the other call on hold can be picked up. To have a conference call with more than 3 callers, a conference bridge must be created on the portal and callers would dial into that bridge to connect (Contact Envoi Networks Support for assistance).
- **Park Call:** While on a call, press the “**More**” and “**Park Call**” soft keys and the system will automatically park your call and will issue a parking spot number (such as 9001) and at that point you need to press the “**More**” and “**End Call**” soft keys or simply hang up and make an announcement (with the assigned parking spot number) to the intended recipient.
- **Un-Park Call:** From any phone on the system dial the parking spot number issued and press the “**Send or Dial**” soft key.
- **Call Forwarding & CID Blocking from the Polycom Phone:** Dial \*72 followed by 10-digit number and press the “**Send or Dial**” soft key. To cancel forward, Dial \*73 press the “**Send or Dial**” soft key. Dial \*67 + “**Send or Dial**” to block your Caller ID number.
- **System Greeting Recording (Saved on EnVoip Portal under Sounds):** Dial “\*99” + “**Send or Dial**” on your phone and record your desired greeting. This greeting will appear under “**Features/Sounds**” menu on your Portal, listed by the date & time it was recorded. On the portal, click on the file and rename it with the appropriate greeting. Navigate to your desired VM or IVR and under the “**Sound file to use**” option at the bottom of the page, click the drop-down option and select the desired greeting and press the “**Use or upload**” button (please contact Envoi Networks support for further assistance with this option).
- **New Extension Setup:** Provide the necessary information to [support@envoi.com](mailto:support@envoi.com) that includes: Extension Number, First & Last Name, Email, Direct # (if necessary), Caller ID, E911 Address, and Polycom Phone MAC Address (if an existing phone).