

edgeBOX

unified communications

Quick Phone Guide

Default Prefixes configured for edgeBOX which can be used by most phones:

Call Parking

- Dial #1700 followed by # to Park
- A message will tell you which extension to dial to get call back

Call with "PIN"

- Dial the outbound prefix followed by your PIN (both are set by administrator)
- Wait for Dial Tone
- Dial Number you want to call

Call Transfer (immediate)

- During an ongoing call Dial #1
- Dial extension or external number followed by #
- Hang up the phone

Call Transfer (assisted)

- During an ongoing call Dial *2
- Dial extension or external number
- Wait for call to be picked up and announce you're going to transfer a call
- Hang up the phone

Access Voice Mail

- Dial 9999 from your extension and press 0 after entering your password, then:
1 to record your unavailable message
2 to record your busy message
3 to record your name
4 to record your temporary greeting
5 to change your password

Call Pickup

Note: this feature requires phone groups permissions configuration.

- Dial *8, to pickup any ringing phone inside a group
- Dial *8N, where N is a specific extension number to pickup inside a group
- Dial *8G, where G is a group extension number to pickup the call from

Hang up a Call

- Dial*0

DISA (Direct Inward System Access)

Dial main office number
Select the DISA option from the IVR (this is configured by the administrator and may be a hidden option)

Enter your PIN
Get a dial tone and dial a number

Conference Calls

- Dynamic Conferences
- Dial 9000
 - Dial the number for the conference room previously agreed by all parties
- Static Conferences
- Dial 9010 (this is the default conference room, others can be created by the administrator)
 - Dial 9010 to select the conference room
 - Dial 9910 if you are the moderator or 9010 if you are a participant

Call Forwarding

Linksys and Grandstream phones can have Call Forwarding configured using * key sequences:

Unconditional Call Forward

- Dial *72
 - Dial forwarding number followed by #
- #### Cancel Unconditional Call Forward

- Dial *73

Busy Call Forward

- Dial *90
 - Dial forwarding number followed by #
- #### Cancel Busy Call Forward

- Dial *91

Delayed Call Forward

- Dial *92
- Dial forwarding number followed by #

Cancel Delayed Call Forward

- Dial *93

Follow Me

Activate Follow Me:

- Dial *14*N from your extension where N is the number to forward to (extension or external number)

Activate Follow Me Here:

- Dial *12*N from any extension where N is your original extension number

Cancel Follow Me:

- Dial *13* if you are dialing from your extension
- Dial *13*N if dialing from a different extension (where N is your extension number)

Note: Linksys phones must have been setup using the AutoConfiguration feature of edgeBOX for these key sequences to work

Agents Login (with callback login)

- Dial CallBack Login Extension, enter agent number followed by # (all values set by administrator)
- Enter PIN followed by #
- Enter extension where calls are to be directed, followed by #
- Keep phone on hook to receive calls

Whisper-in / Listen-in

Note: this feature requires phone groups permissions configuration.

- Dial *990*N#, where N is the extension to listen
- Dial *991*N#, where N is the extension to listen, and enable whisper or private whisper mode

Intercom Paging / Auto-Answer

Note: this feature requires phone groups permissions configuration.

- Dial *9N, where N is the extension number to call

Project Codes

- Dial #79N during an ongoing call, where N is the project code to be recorded on the call detail record.

One Touch Recording

- Dial *9 during an ongoing call

Self-Service Portal

- Use your browser to go to myedgebox.com when inside the office or connected to the office through VPN
- Login with your username and password
- Please check the online help on your Self-Service portal for more information

Linksys SPA962



Place a Call on Hold

- Press the phone's "Hold" button

Three Way Conference Call

- Press the soft button under "Conf" during an active call
- Dial the second person's telephone number
- To start the conference call, press the soft button under "Conf" again; all three parties will be participating in a conference call

Do Not Disturb

- Press the soft button under this menu item

Call Transfer (immediate)

- During an ongoing call press the "Transfer" soft button
- Dial extension or external number
- Press the "Transfer" soft button again, DO NOT hang up before pressing the button or the call will be lost
- Hang up the phone

Call Transfer (assisted)

- During an ongoing call press the soft button under "Transfer"
- Dial extension or external number
- Wait for call to be picked up and announce you're going to transfer a call
- Press the "Transfer" soft button again, DO NOT hang up before pressing the button or the call will be lost
- Hang up the phone

Call Forwarding

There are three options:

- Forward All – press the "Forward" soft button
- Forward on Busy and Forward on Delay – configure under the "Setup/Call_Forward" menu
- Or use * codes listed at start of this doc

Linksys SPA942



Place a Call on Hold

- Press the phone's "Hold" button

Three Way Conference Call

- Press the soft button under "Conf" during an active call
- Dial the second person's telephone number
- To start the conference call, press the soft button under "Conf" again; all three parties will be participating in a conference call

Do Not Disturb

- Press the soft button under this menu item

Call Transfer (immediate)

- During an ongoing call press the "xfer" soft button
- Dial extension or external number
- Press the "xfer" soft button again, DO NOT hang up before pressing the button or the call will be lost
- Hang up the phone

Call Transfer (assisted)

- During an ongoing call press the soft button under "xfer"
- Dial extension or external number
- Wait for call to be picked up and announce you're going to transfer a call
- Press the "xfer" soft button again, DO NOT hang up before pressing the button or the call will be lost
- Hang up the phone

Call Forwarding

There are three options:

- Forward All – press the "cfwd" soft button
- Forward on Busy and Forward on Delay – configure under the "Setup/Call_Forward" menu
- Or use * codes listed at start of this doc

Linksys SPA941



Place a Call on Hold

- Press the phone's "Hold" button

Three Way Conference Call

- Press the soft button under "Conf" during an active call
- Dial the second person's telephone number
- To start the conference call, press the soft button under "Conf" again; all three parties will be participating in a conference call

Do Not Disturb

- Press the soft button under this menu item

Call Transfer (immediate)

- During an ongoing call press the "xfer" soft button
- Dial extension or external number
- Press the "xfer" soft button again, DO NOT hang up before pressing the button or the call will be lost
- Hang up the phone

Call Transfer (assisted)

- During an ongoing call press the soft button under "xfer"
- Dial extension or external number
- Wait for call to be picked up and announce you're going to transfer a call
- Press the "xfer" soft button again, DO NOT hang up before pressing the button or the call will be lost
- Hang up the phone

Call Forwarding

There are three options:

- Forward All – press the "cfwd" soft button
- Forward on Busy and Forward on Delay – configure under the "Setup/Call_Forward" menu
- Or use * codes listed at start of this doc

Linksys SPA922



Place a Call on Hold

- Press the phone's "Hold" button

Three Way Conference Call

- Press the soft button under "Conf" during an active call
- Dial the second person's telephone number
- To start the conference call, press the soft button under "Conf" again; all three parties will be participating in a conference call

Do Not Disturb

- Press the soft button under this menu item

Call Transfer (immediate)

- During an ongoing call press the "xfer" soft button
- Dial extension or external number
- Press the "xfer" soft button again, DO NOT hang up before pressing the button or the call will be lost
- Hang up the phone

Call Transfer (assisted)

- During an ongoing call press the soft button under "xfer"
- Dial extension or external number
- Wait for call to be picked up and announce you're going to transfer a call
- Press the "xfer" soft button again, DO NOT hang up before pressing the button or the call will be lost
- Hang up the phone

Call Forwarding

There are three options:

- Forward All – press the "cfwd" soft button
- Forward on Busy and Forward on Delay – configure under the "Setup/Call_Forward" menu
- Or use * codes listed at start of this doc

Linksys SPA901



Three Way Conference Call

- Press the "Flash" button during an active call
- Dial the second person's telephone number
- To start the conference call, press the "Flash" button again; all three parties will be participating in a conference call

Call Transfer (immediate)

- During an ongoing call press the "Flash" button
- Dial extension or external number
- Hang up the phone when the dialed number starts ringing

Call Transfer (assisted)

- During an ongoing call press the "Flash" button
- Dial extension or external number
- Wait for call to be picked up and announce you're going to transfer a call
- Hang up the phone

Polycom SoundPoint IP320/IP330



Place a Call on Hold

- Press the phone's "Hold" button

Three Way Conference Call

- Press the soft button under "Conf" during an active call
- Dial the second person's telephone number
- To start the conference call, press the soft button under "Conf" again; all three parties will be participating in a conference call

Do Not Disturb

- Press "Menu" and then select Features/Do_Not_Disturb

Call Transfer (immediate)

- During an ongoing call press the "Trans" softkey
- Press the "Blind" softkey
- Dial extension or external number followed by #
- Hang up the phone

Call Transfer (assisted)

- During an ongoing call press the "Trans" softkey
- Dial extension or external number
- Wait for call to be picked up and announce you're going to transfer a call
- Press the "Trans" softkey again or hang up the phone

Call Forwarding

- Press "Menu" and a select Features/Forward
- Select the lines to forward from the list, using the up and down keys (if multiple lines are in use)
- Enter a number to forward all future incoming calls to
- Press the "Enable" soft key to confirm call forwarding

Aastra 480i



Place a Call on Hold

- Press the phone's "Hold" button

Three Way Conference Call

- Press the "Conf" button during an active call
- Dial the second person's telephone number
- To start the conference call, press the "Conf" button again; all three parties will be participating in a conference call

Do Not Disturb

- A softkey needs to be configured to do this

Call Transfer (immediate)

- During an ongoing call press the "Xfer" button
- Dial extension or external number
- Press the "Dial" softkey
- Hang up the phone

Call Transfer (assisted)

- During an ongoing call press the "Xfer" button
- Dial extension or external number
- Wait for call to be picked up and announce you're going to transfer a call
- Press the "Xfer" button again or hang up the phone

Call Forwarding

There are three options:

- Forward All, Forward on Busy and Forward on Delay – configure under the "Options/Call Forward" menu

Grandstream BT101/BT102



Place a Call on Hold

- Press the phone's "HOLD" button

Three Way Conference Call

- Press the "CONFERENCE" button during an active call
- Dial the second person's telephone number and press "SEND"
- To start the conference call, press the "CONFERENCE" button again; all three parties will be participating in a conference call

Do Not Disturb

- Press the "MUTE" button

Call Transfer (immediate)

- During an ongoing call press the "TRANSFER" button
- Dial extension or external number
- Press the "SEND" button
- Hang up the phone

Call Transfer (assisted)

- During an ongoing call press the "FLASH" button
- Dial extension or external number
- Press the "SEND" button
- Wait for call to be picked up and announce you're going to transfer a call
- Press the "TRANSFER" button
- Hang up the phone

Call Forwarding

Use * codes listed at start of this doc

Grandstream GXP2000



Place a Call on Hold

- Press the phone's "HOLD" button
- Press the blinking line button to resume a call

- For multiple calls; press a button for another line and the current call will automatically be placed on hold

Three Way Conference Call

- Dial the parties on different lines
- Press the "CONF" button and press a line button to add a party
- Press "CONF" again to drop a party
- Press "HOLD" to end the conference and put all parties on hold

Do Not Disturb

- Press the "MUTE" button

Call Transfer (immediate)

- During an ongoing call press the "TRNF" button
- Dial extension or external number
- Press the "SEND" button
- Hang up the phone

Call Transfer (assisted)

- During an ongoing call press a button for another line (this will put the current call on hold)
- Dial extension or external number
- Wait for call to be picked up and announce you're going to transfer a call
- Press the "TRNF" button
- Hang up the phone

Call Forwarding

Use * codes listed at start of this doc