



We've added a whole series of how-to videos! Go to www.voiceopia.com/start for video samples of most core features. Videos being added regularly!

First, if you ever have any questions, changes, or problems with your phone service, email us at support@voiceopia.com with your business name, number, and a description of your need and one of our team members will respond to you quickly.

Here are some basic tips & tricks for using your Voiceopia Grandstream phones:

1. You do **NOT** dial anything before the number-- no 9 or 1.
2. You **DO** dial the area code and number, **even for local calling.**
3. **To transfer a call:**

- a. Once you are in a call, press the  button.
- b. Then dial the extension and/or the 10 digit number you want to transfer to.
- c. Once you hear ringing, press the  button a second time to complete the transfer.
 - i. **NOTE!** You don't necessarily have to wait for the person you are transferring to, to pick up before completing the transfer. The key is that once you hit the  button the second time, the transfer is complete; you cannot get the call back.

4. **To do a conference (3-way call):**

- a. It's exactly like a transfer, except you use the  button once in a call.
- b. Once you are in a call, press the  button.
- c. Then dial the extension and/or the 10 digit number you want to conference with.
- d. Once you have the 3rd party on the line, press the  button a second time.
- e. Now choose the blinking line on hold. This will complete the connection.

5. **Voicemail:**

- a. To set up voicemail, simply press the  button on the phone. The system will ask for a password, which is your extension number. The nice British lady will then walk you through the setup process. **NOTE! You need to go all the way through**

including setting up your password.

- b. Your system has voicemail to email. This is a powerful feature that makes voicemail much easier to manage. Any and all voicemails to your phone are emailed to you. These emails contain the caller id of the caller, the time/date of the call, and a copy of the recording they left. You can listen to these on your computer or smartphone, and they can be forwarded to anyone via email. No more having to call into a system, remember passwords, or remembering to delete your messages or missing messages because your mailbox is full. Most of you have this feature set up by default, but if you're not sure, email us at support@voiceopia.com and we can set it up for you. **NOTE! The first few emails often get put in spam.**

6. Call Parking:

- a. Transfer a call to 70 to park a call. The system will give you a parking lot number for the call (71, 72, 73, etc). The call can then be picked up at any phone by dialing the number given. If the call is not picked up in a specified time (3 minutes by default), it will go back to the person that called it.

7. DND (do not disturb)

- a. You can activate DND (do not disturb) on your phone by pressing the  when you are not in a call. To turn it off, simply press the  button again. The system will always tell you whether you are on or off.

8. Call Forwarding/Find Me Follow Me

- a. You can forward to a cell number or another extension by dialing *96 and then following the prompts. To turn it off, dial *96 again. The system will always tell you whether it is on or off.
- b. NOTE! If you are a staff member that is frequently out of the office, we can automate this process for you by activating Find Me/Follow Me which has the system try your desk phone and then your cell or any other number on all calls. When this happens, you get the call with the office caller ID and an automated option to accept the call (press 1) or reject (press 2). If you reject and/or don't answer, the caller is sent to your voicemail. Email us at support@voiceopia.com to enable/disable this feature on your phone.

9. Paging/Intercom

- a. You can press the Page All button to page all phones or use the paging code. Wait for the beep before you begin talking. (Ask your administrator for your site code)

10. Blacklisting Numbers

- a. You can block calls by dialing:
 - i. *30 - you will be prompted to enter the number you wish to block.
 - ii. *31- you can remove a number from the blacklist.
 - iii. *32- the system will block the last caller, and will repeat it to you to confirm it.