



Keyvoice.net Cloud Telephone System

Yealink 46G & 42G Phones

To answer an incoming call – while your phone is ringing, just lift the hand set and say hello.

To make an outside call – Lift handset dial area code and number or for local calls dial the 7 digits

To make an intercom call – lift handset, dial the other party's extension number (3001, 3002 etc.) or press the pre-programed button for the person

To transfer a call from your phone to one of the other extensions – press the "Transfer" button up by the LCD Display, then dial the other party's extension number or press the pre-programed button for the person and hang up.

To check your voicemail at an office phone – lift handset and press the "message" key (Icon on button looks like an envelope), the voicemail will answer and then it asks "Password", you enter your password, followed by the # key, now you're in. Follow the prompts for messages – Dial 1, change folders – Dial 2 (new mail, old mail), Mailbox options – Dial 0 (Voicemail set up).

To check your voicemail from outside of the office – call the office, once the Auto Attendant answers, dial #, the voicemail will answer and ask for "Mailbox", you enter your mailbox number and then it asks "Password", you enter your password followed by the # key, now you're in. Follow the prompts for messages – Dial 1, change folders – Dial 2 (new mail, old mail), Mailbox options – Dial 0 (Voicemail set up).

To change your voicemail settings at an office phone – lift handset and press the message key, or Dial * and your extension) the voicemail will answer and ask for "Password", you enter your password followed by the # key, now you're in. Follow the prompts, **Mailbox options – Dial 0 (Voicemail set up).**

TIP - E-Messaging - your mailboxes can be set up to e-mail your Smart phone copies of your voicemail messages – ask your Key Communications Rep for details

To Record the Main Menu (Auto Attendant Message) – (NOT a mailbox message or greeting)

Use your Keyvoice.net log in – (see your Keyvoice.net tech or call for details)

Go to the “Services” tab

Select the” Auto Attendant” section, select the correct menu “Main” or “Off-Hours”

Scroll down to the “Announcement” section. Select “Record via Phone” enter your extension and use the “Record” and “Play” to record your auto attendant menu using the Handset.

*(To access Auto attendant Main Menu to record menus manually dial *321, and follow the prompts)*

The **Main Menu** on the auto Attendant is usually something like; *Thank you for calling XYZ Company, if you know your parties extension please enter it now, for Steve dial 3001, for Robert dial 3002, for Brian dial 3003. Thank you for calling.*

Many options to the Menu can be added.

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For service, changes or questions please contact Key Communications, Inc.

802-296-6800 or service@key-comm.com