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ANONYMOUS CALL REJECTION

Reject incoming calls that have blocked their directory or identification information. Anonymous callers will hear an intercept message when they call.

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Anonymous Call Rejection

4. Click On to Enable / Click Off to Disable

5. Click Save

TELEPHONE INSTRUCTIONS

1. Dial *77 to Enable / Dial *87 to Disable

2. Listen for a confirmation message

ANYWHERE

Make business calls from any phone, anytime, anywhere. Move calls from one device to another without hanging up, and accesses business features regardless of the device being used.

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Anywhere

4. Click Add

5. Enter 10-Digit Phone Number and Description

6. (OPTIONAL) Check to Enable / Uncheck to Disable:

    Alert all locations for Click-to-Dial Calls

    Outbound Alternate Phone Number

    Diversion Inhibitor

    Require Answer Confirmation

    Call Control Services

7. Click Save

8. (OPTIONAL) Click Add from Selective Criteria tab
Select · Setup Options · Time Schedule · Holiday Schedule and
· Call Policies

9. Click Save

> NOTE: View Available Portal link displays a list of Anywhere Feature Control phone numbers. Enables users to make outbound calls, while assuming the identity of their deskphone, as well as swap calls between Anywhere devices from an Off-net number (mobile, landline, or other VoIP line)

TELEPHONE INSTRUCTIONS

1. Dial appropriate Anywhere Feature Control phone number (skip step if using deskphone)

2. Dial *12 to Enable / Dial *13 to Disable

To swap active calls from one Anywhere-enabled device to a desk phone:

1. Dial appropriate 10-Digit Anywhere Feature Control phone number (skip step if using deskphone)

2. Dial *11

CALL BLOCK

Reject calls that meet user-defined criteria and prevent unwanted calls. Callers on Call Block list will receive an unavailable message.

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Call Block

4. Click Add

5. Enter Description

6. Select Reject Call / Do Not Reject Call

7. (OPTIONAL) Select · Time Schedule and · Holiday Schedule

8. Select preferences to trigger Call Block
(OPTIONAL) Enter up to twelve 10-Digit Phone Numbers (for each entry) to be blocked

9. Click Save

CALL FORWARDING

Forward incoming calls to another number. Feature setting options include: Call Forward Don't Answer and Call Forward Busy Line, as well as Call Forward Always and Call Forward Not Reachable, which can be used for Disaster Recovery.

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Call Forwarding

4. Click On to Enable / Click Off to Disable the appropriate Call Forward option(s)

5. Enter the 10-Digit Phone Number for Call Forwarding destination

6. Select the appropriate number Rings before calls are forwarded

7. Click Save

8. (OPTIONAL) Click the View / Edit option following Call Forwarding Selective

   Click On to Enable / Click Off to Disable Call Forwarding Selective

   Enter Default Call Forwarding Number

   Click On to Enable / Click Off to Disable Call Forwarding Ring Reminder

   Click Add Call Forwarding Selective Criteria

   Enter Description

   Select · Forwarding Options · Time Schedule · Holiday Schedule · and Calls Policies

9. Click Save

TELEPHONE INSTRUCTIONS

Forward specific calls to specific locations based on user-defined criteria.

1. Dial *72 to Enable / Dial *73 to Disable Call Forward Always
   Dial *94 to Enable / Dial *95 to Disable Call Forward Not Reachable

2. Enter the 10-Digit Phone Number for the Call Forwarding destination and press #

3. Listen for a confirmation message

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Call Forwarding Selective

4. Click On to Enable / Click Off to Disable

5. Enter default call forward to number

6. Click Add and enter Description

7. Select · Forward To Policy · Call Policies

8. (OPTIONAL) Select · Time Schedule · Holiday Schedule

9. Click Save

CALL LOGS

Review records of incoming and outgoing calls. Call Log information is updated hourly.

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Call Logs from sidebar

3. Click Viewing and select Log type

CALL RETURN

Quickly dial the number of the last incoming call.

TELEPHONE INSTRUCTIONS

1. Dial *69

2. Automatically connects with the last incoming caller

CALL TRANSFER

Transfer calls to another employee or another phone number.

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Call Transfer

4. Click On to Enable / Click Off to Disable
   (OPTIONAL) Click On to Enable / Click Off to Disable:

   • Diversion Inhibitor for Blind Transfers
   • Diversion inhibitor for Consultative Calls
   • Busy Camp On service and set number of seconds (30 to 600)

5. Click Save

TELEPHONE INSTRUCTIONS

1. Press Transfer

2. Enter the appropriate transfer number

3. Press Transfer again

CALL WAITING

Switch to new incoming calls while already on another call.

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Call Waiting

4. Click On to Enable / Click Off to Disable

5. Click Save

TELEPHONE INSTRUCTIONS

1. Dial *56 to Enable / Dial *57 to Disable

2. Listen for a confirmation message

3. Dial *70 and enter the appropriate 10-Digit Phone Number to Disable for one call

To Answer:

1. Sound will alert when there is another call

2. Press Flash to put the existing caller on hold and accept the other call

CALLER ID

Identify callers before answering the call. Block Caller ID information from being delivered with Outbound Caller ID Block.

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Caller ID

4. Click On to Enable / Click Off to Disable

5. Click Save

6. OPTIONAL) Click the View / Edit option following Outbound Caller ID Block
   Click On to Enable / Click Off to Disable

7. Click Save

TELEPHONE INSTRUCTIONS

1. Dial *68 to permanently Enable Outbound Caller ID Block / Dial *81 to permanently Disable

2. Dial *82 and the 10-digit Phone Number to Disable Outbound Caller ID Block for one call
   Dial *67 and the 10-digit Phone Number to Enable Outbound Caller ID Block for one call

3. Listen for a confirmation message

DO NOT DISTURB

Halt calls, pages or intercom messages. Callers will receive a busy message and are sent to Voicemail. If Voicemail is not activated, callers will receive a busy signal.

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Do Not Disturb

4. Click On to Enable / Click Off to Disable

5. (OPTIONAL) Check to Enable Ring Reminder / Uncheck to Disable

6. Click Save

TELEPHONE INSTRUCTIONS

1. Dial *78 to Enable / Dial *79 to Disable

2. Listen for a confirmation message

FIND ME

Forward calls to up to ten alternate locations. Incoming calls will be directed to specified phone numbers.

INTERNET INSTRUCTIONS

Find Me - Simultaneous Ring:

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Find Me - Simultaneous Ring

4. Click On to Enable / Click Off to Disable

5. Enter up to 10 Phone Number(s) / SIP URI addresses(s)
   (OPTIONAL) Check to Enable / Uncheck to Disable:

   • Do not ring my simultaneous ring numbers if I'm already on a call
   • Answer Confirmation Required for selected entries

6. Click Save

7. (OPTIONAL) Click Add Simultaneous Ring Criteria
   Select · Setup Options · Time Schedule · Holiday Schedule · and Calls Policies

8. Click Save

Find Me - Sequential Ring

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Find Me - Sequential Ring

4. Click On to Enable / Click Off to Disable

5. Enter up to 5 Phone Number(s) / SIP URI addresses(s)
   (OPTIONAL) Check to Enable / Uncheck to Disable:

   • Answer Confirmation Required
   • Use Base Location First and Select Number of Rings for Base Location
   • Continue the search process if the base location is busy
   • Skip search process. Assumes forwarding and messaging are enabled

6. Click Save

7. (OPTIONAL) Click Add Simultaneous Ring Criteria
   Select · Setup Options · Time Schedules · Holiday Schedule · and Calls Policies

8. Click Save

LAST NUMBER REDIAL

Quickly dial the number of the last outgoing call.

TELEPHONE INSTRUCTIONS

9. 1. Dial *66

PRIVACY

Privacy options exclude phone numbers from organization Directory Lists, Auto Attendant Extension Dialing, Auto Attendant Name Dialing and Phone Status monitoring.

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Privacy
   (OPTIONAL) Check to Enable / Uncheck to Disable:

   • · Directory Privacy
   • · Auto Attendant Extension Dialing Privacy
   • · Auto Attendant Name Dialing Privacy
   • · Phone Status Privacy

4. Click arrows to move Available Users to Assigned Monitors to allow users to view phone status

5. Click Save

SPEED DIAL

Add frequently dialed numbers for quick and simple access.

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Speed Dial

4. Click Add Contact

5. Enter First Name and Last Name of Speed Dial Contact

6. (OPTIONAL) Select Primary Phone type: · Home · Mobile or · Work

7. Select appropriate Speed Dial Code (codes 00 - 49 available)

8. Click Save

TELEPHONE INSTRUCTIONS

1. Dial *75 and wait for the tone

2. Dial appropriate Speed Dial Code followed by the user's 10-Digit Phone Number (Example: 03+800-555-1212)

3. Listen for a confirmation message

To Use Speed Dial:

1. Listen for a dial tone

2. Dial # followed by appropriate 2-digit Speed Dial Code

THREE-WAY CALLING

Speak with two people at the same time.

TELEPHONE INSTRUCTIONS

1. Press Flash while on active call

2. Dial the second person when dial tone sounds

3. Press Conference to bridge all calls

4. Press Flash again to add the original caller

https://www.hudsonvelocity.com/   velocity@hudson.oh.us   (330) 342-9544

VOICEMAIL

Send calls to a personal Voicemail while on another call, not at the office or just too busy. Messages can be conveniently retrieved by phone, online account or email.

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Voicemail

4. Click On to Enable / Click Off to Disable

5. Check to Enable / Uncheck to Disable appropriate Voicemail options:

   - · Send All Calls to Voicemail
   - · Send Busy Calls to Voicemail
   - · Send Unanswered Calls to Voicemail

6. Click Save

To Access Messages:

1. Click the Account tab on the main login screen

2. Click Messages

3. Select Action · Play · Save · Forward · Delete or · Block Number

TELEPHONE INSTRUCTIONS

1. Dial *98

2. Enter default passcode 8642 and press # (first time setup)

3. Following passcode has expired prompt, enter a permanent passcode and press #

4. Re-enter permanent passcode and press #

5. Follow the rest of the prompts to record name and greetings

To Access Voicemail:

1. From On-Network Extension: Dial *98
   From Off-Network Extension: Dial 10-Digit Phone Number and press * when greeting starts

2. Enter passcode and press #

Main Voicemail Menu Options:
[1] To access Voicemail
[3] Record name
[8] To change passcode
[9] To exit the voice portal
[#] To repeat this menu

Access Voicemail Options:
[1] To listen to messages
[2] To change mailbox busy greeting
[3] To change mailbox no answer greeting
[5] To compose and send a new message
[7] To delete all messages
[*] To go to the CommPilot voice portal
[#] To repeat this menu

VOICEMAIL TO EMAIL

Receive voicemail messages via email for up to 5 email addresses.

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Voicemail

4. Select Use Unified Messaging or Forward to this Email Address

5. (OPTIONAL) Enter destination Voicemail to Email Notification Address(es)
   Enter up to five email addresses for Use Unified Messaging
   Enter a single email address for Forwarding to this Email Address
   Check to Enable / Uncheck to Disable Phone Message Waiting Indicator

6. Check to Enable / Uncheck to Disable additional Voicemail to Email options

   • Notify me by Email of the new message of this address

   • E-mail a carbon of the message to

   • Transfer on '0' to Phone Number

7. (OPTIONAL) Enter Email Address(es) / 10-Digit Phone Number following enabled option(s)

8. Click Save

VOICEMAIL GREETINGS

Set busy and no answer greetings for callers sent to Voicemail.

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Voicemail

4. Click Voicemail Greetings

5. Select System Greeting or Personal Greeting to assign Busy Greeting
   (OPTIONAL) Click Choose File to upload custom greeting
   Click Choose File in the popup window
   Select appropriate file to be uploaded*

6. Select System Greeting or Personal Greeting to assign No Answer
   Greeting
   (OPTIONAL) Click Choose File to upload custom greeting
   Click Choose File in the popup window
   Select appropriate file to be uploaded*
   Upload up to three Alternate No Answer Greetings
   (OPTIONAL) Enter Greeting Name
   Click Choose File to upload custom greeting
   Click Choose File in the popup window
   Select appropriate file to be uploaded*

7. Select Number of rings before greeting

8. Click Save

NOTE: Custom greeting upload must be a wav file in CCITT u-Law, A-Law, 8kHz sampling rate, or 8-bit Mono format and should not exceed 4.5 MB

TELEPHONE INSTRUCTIONS

1. Dial *98

2. Enter passcode and press #

Access Voicemail Options:
[2] To change mailbox busy greeting
[3] To change mailbox no answer greeting
[#] To repeat this menu

VOICEMAIL DISTRIBUTION LISTS

Configure up to 15 distribution lists for sending messages from your voicemail voice portal.

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Distribution List

4. Select appropriate Distribution List number 0 -14

5. Enter Description and Phone Number/SIP-URI

6. Click Add

7. Click Save

NOTE: Assigned number corresponds to the key that you must use in the voicemail voice portal to use a given list

VOICEMAIL PIN RESET

Temporarily reset Voicemail PIN. Accessing voicemail with default passcode 8642 will prompt you to assign a new permanent passcode.

INTERNET INSTRUCTIONS

1. Login to online account

2. Click Settings

3. Click the View / Edit option following Reset Voicemail PIN

4. Click Reset

TELEPHONE INSTRUCTIONS

To Change Passcode:

1. Dial *98

2. Enter default passcode 8642 and press #

3. Following passcode has expired prompt, enter a permanent passcode and press #

4. Re-enter permanent passcode and press #