



bluecloudUSA

GoVoIP

Quick
Reference
User Guide





QUICK REFERENCE USER GUIDE

VOICEMAIL

- To check voicemail on your own phone, press the Messages button on your phone or dial 5001.
- When prompted, enter your voicemail pin and then press #.

Record A Voicemail Greeting:

- Press the Voicemail button or dial 5001.
- Enter your pin.
- Press option 6 to change greetings.
- Then, press option 1 to record greetings.
- The system will say "enter the number of the greeting you wish to record", press option 1.
- Record your message and press # when finished recording.
- Press 1 to use the recorded greeting.

TRANSFERRING CALLS

Attended Transfer: Allows you to speak to the transfer recipient prior to completing the transfer while the caller is on hold.

- Press the Transfer key on your phone.
- Dial the recipient's extension or 10 digit phone number.
- Speak to the recipient, then either press Transfer again to complete or cancel if the recipient cannot take the call.

Blind Transfer: A blind transfer goes straight to the recipient.

- Press and hold the transfer key on your phone.
- Dial the recipient's extension or 10 digit phone number.
- Press Send.

Voicemail Transfer: This type of transfer will send the caller directly to the recipient's voicemail box without ringing.

- Perform a Blind Transfer with 03+ext. (Example: to send the caller to mailbox 101, you would perform a blind transfer and enter 03101)

INTERCOM

Dial 08+ext. (Example: To intercom extension 100, dial 08100).

GROUP PICKUP

Group Pickup (Grp Pickup) allows you to answer a call ringing at another station.

- Press the Grp Pickup Softkey on the phone you would like to talk on.

3-WAY CONFERENCE

- Call or be called by the first participant in the conference.
- Press the "more" softkey, followed by the the "Confrnc" softkey, then dial the second participant.
- After the second participant picks up, press the "more" softkey, followed by the the "Confrnc" softkey again to connect everyone.