



256 Solutions

Hosted PBX Quick Start Guide

Voicemail

Checking Your Voicemail

Voicemail can be accessed by dialing ***95** then **"Send"** or **"Dial"** from your phone. Some desk phones are also equipped with a **voicemail button** with an envelope key on them. Both can be used for accessing the voicemail system.

*The default voicemail PIN is set to **1234**.*



Accessing Other Mailboxes

To access another user's voicemail, you may dial ***95 + (their extension number)**. For example if the other user's extension is **222** you would dial ***95222** and you will be prompted for their PIN.

From Outside the Office

To access your voicemail from outside, you can simply call your phone and hit the ***** key when your voicemail prompt plays.

Voicemail Greetings

Your voicemail system holds 4 separate audio greetings. Unavailable, Busy, Name & Temporary. In most cases you will only be required to record your unavailable message. Your Name recording will be played if you have no other recordings, it is also used for the company directory.

Please setup your Name (option 5) and Unavailable message (option 1)

Call Forwarding Rules

Call forwarding rules can be configured from the server side of the voice platform. This allows for more complex routing options as well as suitability in the event your phone is unreachable due to a power or internet outage.

Please contact support@256.solutions to hear about the different types of forwarding and call cascading that can be setup.

Canada & US Calling

256 Solutions includes local calling to all Canadian provinces and all contiguous 48 US states. For this reason **only 10-digit dialing is required**, there is **no need to dial a 1 or a 9** before making any calls within North America.



NT, YT, NU & AK, HI are billed by the minute

Common Tasks

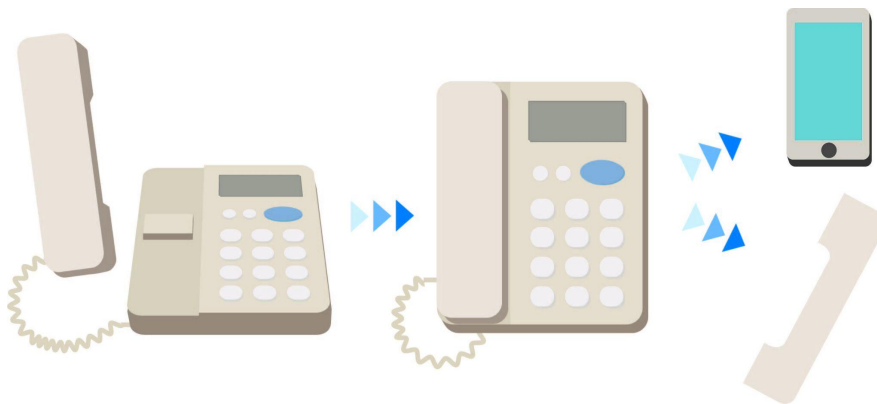
Transferring Calls

Depending on the model of the phone, you may have a dedicated transfer key, or a **“Transfer”** key on screen during an active call. Pressing this key will place the active call on hold, and present a dial tone to call the remote party. You will be able to speak with the remote party prior to hitting the **“Transfer”** key once more to pass the call to them.

To silently transfer a call directly to someone’s voicemail transfer enter *95 before the extension.

3-Way Calling

While on an active call you will have a **“Conf”** key appear on screen. Depending on the model of phone you may have to press **“More”** to see it. Pressing this key will place the active call on hold, and present a dial tone to call the third party. Once connected you will be able to speak with the third party prior to hitting the **“Conf”** key once more to bridge the 3 parties.



Helpful Shortcuts

Call Actions

***21** - Pick up any ringing call

***21 + Ext** - Pickup ringing call at EXT (ie *21555)

***85** - Block caller-ID on outbound calls

***65** - Restore caller-ID on outbound calls

Phone Actions

***70** - Deactivate call waiting

***71** - Activate call waiting

***78** - Activate Do-Not-Disturb

***79** - Deactivate Do-Not-Disturb

Queue Actions

***96** - Agent log into queue

***98** Agent log out of queue

***26** - Agent paused/make-busy

***28** - Agent un-paused/make-ready

Technical Support

For anytime support call **905-974-9849** or email support@256.solutions.

All Shortcuts **In Quick Access Format**

Checking Voicemail from Phone	*95 + "Send" (or "Dial") or Voicemail Button	
Checking Voicemail remotely	Call phone + * key	
Other Mailboxes	*95 + EXT then PIN	
Record Unavailable Greeting in Voicemail	*95 + 0 + 1	More voicemail options in the Voicemail menu after option 0.
Record Name in Voicemail	*95 + 0 + 3	More voicemail options in the Voicemail menu after option 0.
Change Voicemail Password	*95 + 0 + 5	More voicemail options in the Voicemail menu after option 0.
Access Voicemail Menu	*95 + 0	Under the menu you can record 4 separate audio greetings: Unavailable, Busy, Name & Temporary.
Call Forwarding Rules	*74 + RULE #	enables/disables
Transferring Calls	Active Call + "Transfer" + Call third party + "Transfer"	You will be able to speak to the third party prior to transferring if you wish.
3-Way Calling	Active Call + "Conf" + Call Third Party + "Conf"	First "Conf" puts 1st call on hold and gives you a dial tone to call 2nd party. Once connected pressing "Conf" again opens the call to all three parties.
Call Parking	Active Call + #2	
Retrieving Parked Call	*221 (1st Parked Call) *225 + Position #	For example: if the call is in position 3 you would dial *2253 to retrieve it.
Pick Up Any Ringing Call	*21	
Pick Up Call at Specific Ext	*21 + EXT	For example: if call is at extension 555 then dial *2155
Call Waiting	*70 (Deactivate) *71 (Activate)	Will remain activated/ deactivated until next action taken.
Do Not Disturb	*78 (Activate) *79 (Deactivate)	Will remain activated/ deactivated until next action taken.