Parking a call: (Parking a call allows any phone to pick up that is parked)

To Park a call press park button to retrieve a call from park press pick up button caller is on

Personal Greeting:

To record a greeting for your extension voicemail Press the envelope enter pin # default pin 1357 choose option 0 for mail box options. press 1 for unavailable message. Press 2 for Busy message. Press 3 to record name. Press 4 to record temporary message. **Note if you choose to record a unavailable message you must record a busy message also. You may choose temporary greeting and this will play all the time and you will only have to record one greeting.**

Recording Main Greeting:

To record Main Greeting dial *35 to turn this message on you will need access to your user portal. Note: If you do not have this information yet it will be provided in training 2 user portal is found **mt.tafpbx.com** username and password will be also provided during training 2 Login in to portal choose system tab then sound files choose letter G here you can rename your greeting **Note: When Renaming your greeting always leave (greeting –) also you cannot have spaces or message will disappear for exp. greeting-MainGreeting** check box next to file choose rename.

Assign Greeting:

To assign greeting choose IVR click on edit button (disk with pencil) here you will see greeting click drop down find your message and save this is also were you choose your dial options for example press 1 for operator you would first choose Destination, Extension then choose the corresponding extension for phone or ring group. You can also choose external number, voicemail or IVR.

Extensions:

Here you make a ring group add extensions to a group to ring simultaneously

DIDs

This is where you tell the incoming call what to do click edit button choose destination and value for example choose the extension of you ring group, single phone extension, external number or IVR then when a call comes in it will go to that destination.

IVR

Here you can assign your main message (*35) or choose your dial options for example press 1 for operator. You would first choose Destination, Extension then choose the corresponding extension for phone or ring group. You can also choose external number, voicemail or IVR.

Monitor

Here you can see if your phones are registered or if a extension is on a phone call

Reports

Here you can check your CDR report this will give you info on every call like what extension answered the call also date and times ect.

System

Here is where find your recorded greetings (*35) and rename them.