

## Accessing Voicemail

- From your Ooma Office phone** ..... Dial your extension
- From another phone or outside phone line** ... Dial your number directly. Wait until it goes to voicemail  
Press \* and enter your PIN
- Dialing through the Virtual Receptionist** ..... When the Virtual Receptionist speaks, press \*.  
Next dial your 3-digit extension number and then enter your PIN

(Note: If this feature does not work, ask your administrator to turn on the 'Remote voicemail checking' option in the Virtual Receptionist settings)

## Updating Voicemail

- Record/update personal greeting** ..... Select **Option 5** from main voicemail menu,  
Then select **Option 1** from submenu
- Recording/updating your name** ..... Select **Option 5** from main voicemail menu,  
Then select **Option 2** from submenu
- Changing your PIN** ..... Select **Option 5** from main voicemail menu,  
Then select **Option 3** from submenu

## Caller-ID Blocking

- Caller-ID Blocking** ..... Dial \*67, then dial the number

## Call-Waiting

- Picking up Call-Waiting** ..... Press the **Flash** key on your phone once to take call and place the other call on hold. Press **Flash** a second time to switch back  
(Note: You can press and release the receiver button if you do not have a flash button)
- Conference two calls together** ..... Dial \*3 when you are on one call and have a second call on hold  
Press **Flash** to stop the conference, one call will remain active, and the other will be put on hold
- Disabling Call-Waiting** ..... Dial \*70 before you dial your number

### Transferring Calls (internal calls)

- Blind transfer** (one-step) ..... Dial **\*1**. Then dial three-digit extension and hang up
- Attended transfer** (two-step) ..... Press **Flash** to place caller on hold. After dial tone, dial 3-digit extension. If they want to take the call, dial **\*2** and hang up. If they cannot take the call, press **Flash** to return to caller
- Direct transfer to voicemail** ..... Dial **\*8**. Then dial 3-digit extension and hang up

### Call Conferencing

- Creating a 3-way conference** ..... Dial first number. Press **Flash** to put the first call on hold. Dial second number. Then dial **\*3** to create a 3-way conference
- Breaking a conference call** ..... Press **Flash**. One call will remain active, the other will be put on hold

### Return Last Call

- Dial Last Caller** ..... Dial **\*69**

### Placing Calls on Hold

- Put a call on hold** ..... Press **Flash**. Press **Flash** again to return to caller
- Place a new call when a call is active** ..... Press **Flash**. Wait for dial tone and dial the new number. Press **Flash** again to return to the first caller

### Call Forwarding

- Set up Call Forwarding** ..... Dial **\*72**. Wait for the prompt, and then dial the phone number that will receive the forwarded calls followed by **#**.
- Turn on/off Call Forwarding** ..... Dial **\*74**. Allows you to toggle forwarding on and off without completely disabling Call Forwarding
- Disable Call Forwarding** ..... Dial **\*73**

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