



HOSTED PBX LINE POTS/ANALOG LINES USER GUIDE

Star Codes.....	3
Voicemail and Unified Messaging Guide	5
Emergency Services – 911	8
Caller ID	9
Caller ID Block or Unblock	9
Managing Calls	
How to Dial.....	10
Social and Public Services	10
Call Conference	11
Call Park.....	11
Call Return.....	11
Call Transfer – Attended Transfer	11
Call Transfer – Blind Transfer	12
Call Transfer – Directly to Voicemail.....	12
Call Waiting	12/13
Caller ID for Call Waiting.....	13
Do Not Disturb	13
How and Which Calls Ring your Phone	
Call Screening.....	13-15
Anonymous Caller Block	15
All Other Callers Block.....	16
Custom Caller Block	16
Call Forwarding	15-16
Group Night Forwarding	17
Scheduled Rules	177
Account-wide Services	
Auto Attendant	188
Music on Hold	188
Faxing	18

PENTELEDATA STAR CODES

Dialing/Call Waiting/Caller ID

Access/*xx code	Feature Name
*43	Call Waiting – Enable
*44	Call Waiting – Disable
*62	Call Park
*65	Enable Caller ID Next Call
*66 + parking slot	Call Park Retrieval
*67	Disabled Caller ID Next Call
*69	Last Call Return
*70	Disable User Call Waiting Next Call
*84 & *98	Voicemail Management

Call Forwarding

Access/*xx code	Feature Name
*72	User Call Forward All
*73 + Group Number	Group Call Forward All
*90	User Call Forward Busy
*92	User Call Forward No Answer
*94	User Call Forward Out of Service

Other Services

Access/*xx code	Feature Name
0	Operator Services
211	US Non-Emergency Services
411	Information
611	PTD Customer Service (Number to be chosen)
711	Telecommunications Relay Service
811	Local Utility Services “Call Before You Dig”
911	Emergency Services

User Call Screening/Do Not Disturb

Access/*xx code	Feature Name
**extension	Directed Call Pickup by Extension
*00	Transfer to Voicemail
*58	Add Custom Caller Block w/ Message
*59	Add Custom Caller Allow
*60	Add Custom Caller Block
*63	Add Custom Call Forward
*64	All Other Callers Block
*74	All Other Callers Allow
*77	Anonymous Caller Block
*78	Do Not Disturb Enable
*79	Do Not Disturb Disable
*81	Call Pickup (Requires Call Pickup Group)
*85	Disable Anonymous Caller Block
*87	Anonymous Caller Allow
*95	Anonymous Caller Block w/ Message

Account Call Screening

Access/*xx code	Feature Name
*41	All Other Callers Block
*42	All Other Callers Allow
*45	Custom Caller Block
*46	Custom Caller Allow
*47	Custom Caller Block w/ Message
*48	Anonymous Caller Block
*49	Anonymous Caller Allow
*50	Enable Anonymous Caller Block w/ Message
*51	Disable Anonymous Caller Block w/ Message

Voicemail and Unified messaging Guide

Voicemail can be a big part of how we communicate, and it's getting more customizable every day. Here's a few quick instructions on how to access your voicemail from either your phone or remotely and how to personalize your voicemail greeting.

Voicemail and Unified Messaging

You can have your voicemail messages delivered to an email address or listen to your voicemail messages by dialing into the voicemail system.

Voicemail to Email

Voicemail messages can be converted to a .mp3 file and sent to an email address or list of email addresses. Voicemail to email can be setup using the online voice portal.

Access on Power/Connectivity Failure

In the event of a power outage, internet outage, or device failure; people that attempt to call you will go to your voicemail. Call Forwarding, Sim Ring, or Find-Me/Follow-Me will continue to function.

Remote Access to Voicemail

Even when you are away from your phone, you can call into your voicemail box to check voicemail messages. Dial “#” while listening to your voicemail message to access your voicemail box.

Note: You must have set up a PIN from your phone to be able to access your voicemail remotely.

Busy and No Answer Voicemail Greetings

You can let callers know a little more about why you did not answer the phone. You can have callers hear a different greeting when you are on the phone (busy) versus when you are not around to answer (no answer).

Voicemail Message Waiting Indicator (MWI)

A stuttered dial tone indicates your voicemail box has unread messages. This tone lets you know you have new messages or messages marked as unread in your voicemail box. A message waiting light will also light on a Cisco IP Phone or an Analog Phone with a FSK light.

Shared Voicemail

A voicemail box can be set up to be accessed by multiple people. Each user has an independent PIN to log into the voicemail box. Any user assigned to the voicemail box can listen to messages, set up a greeting, and forward messages to email.

Access Your Voicemail

- 1) **Dial *98 or *84** from the phone that is connected to your account.
- 2) **Enter your 4-digit PIN**, followed by #.
 - Your **default PIN** is **1234**.
- 3) **Press 1**.

Actions Include:

Skip Message Marks the voicemail as unread	Press 1
Save Message Marks the voicemail as read	Press 2
Delete Message	Press 3
Repeat Message	Press 9
Exit Menu	Press 0

Remote Access to Voicemail

- 1) **Dial your 10-digit phone number** from a phone not connected to your account.
- 2) When you hear your voicemail greeting, **press #**.
- 3) **Enter your 4-digit PIN**, followed by #.

Note: You must have set up a PIN from your phone to be able to access your voicemail remotely.

Personalize Your Voicemail

- 1) **Dial *98** from the phone that is connected to your account.
- 2) **Enter your 4-digit PIN**, followed by #.
 - Your **default PIN** is **1234**.
- 3) **Press 8**.

Actions Include:

Change your PIN	Press 1
Personalize your greeting	Press 2
Record your personal name	Press 3
Set up Call Forwarding	Press 5
Set up a Call Screening Forwarding Number	Press 6
Repeat personal options	Press 9
Exit Menu	Press 0

Voicemail to Email

Voicemail messages can be converted to a .mp3 file and sent to an email address, or list of email addresses. Voicemail to email can be setup using the online voice portal.

- 1) Browse to the Voicemail menu.
- 2) Select the voicemail box from the list by clicking on the row.
- 3) Check the "Forward Voicemail to Email" box.
- 4) Enter your email address (or multiple email addresses) in the box.
- 5) Click Save.

Selecting the "Keep a copy in voicemail box" allows you to also listen to messages on your phone. By unchecking this option, you can prevent the stuttered dial tone notification on your phone, and use your email to listen to voicemail messages.

Voicemail Box Settings

Enable Sub Voicemail

Enable

Forward Voicemail to Email

Forward voicemail messages

Keep a copy in voicemail box

Enter email addresses, separated t

Phone User Guide

Emergency Services – 911

When someone dials 911, the call is sent to the closest PSAP (Public-Safety Answering Point) – a special 911 call center belonging to the local police, fire, and ambulance services.

To ensure rapid response times, 911 addresses are standardized so that they are accurate and unambiguous for the emergency response units.

The PSAPs are responsible for standardizing all addresses in their jurisdiction. That record of standardized addresses is known as the MSAG (Master Street Address Guide).

When activating a number, we require an address to be associated with that number. Sometimes the address initially provided is not in a standard format: referring to a street by a nickname versus the official name, omitting the directional, the street name has changed, etc. This can cause confusion with where you are located and can delay response times for emergency services or worse.

To best serve you, we validate every address back to the MSAG.

If the address cannot be validated, we will contact you to correct it.

Note: *If an address is not validated, calls to 911 will not only be charged a fee, but those calls will add a delay to the routing process while the national call center agents ask the caller for their address. In worst-case scenarios, if the caller is unable to communicate clearly, the call could not get routed at all, which could result in death and legal action. It is important to address rejections in a timely manner and to ensure your address recorded with us is the correct address.*

911 for Remote Office Users

Each phone is set with a 911 callback number and associated location address. This allows remote users to be part of the company phone system, while sending their remote office address and direct callback number to the 911 operator if they dial “911”.

Caller ID

Outbound Caller ID

The caller ID number sent with outbound calls is set on each user. Users can send out the main company number, a specific user-assigned number, or not send out any caller ID.

Note: Calls to 911 ignore the caller ID settings of the user and send the 911 callback number set on the device.

Internal Caller ID

When calling another user on your PBX, the user's extension with their name is the caller ID.

Caller ID Block per Call

Prevents your caller ID (name and number), from being displayed to the next person you call.

- 1) Lift the receiver.
- 2) **Dial *67 and Dial the number** of the party you're trying to reach.
 - Your caller ID will **not** be displayed to the party you called.
 - Your caller ID will be displayed on future calls.

Unblock Caller ID per Call

To allow your caller ID to be sent to the person you dial:

- 1) Lift the receiver.
- 2) **Dial *65 and Dial the number** of the party you're trying to reach.
 - Your caller ID will be displayed to the party you called.
 - Your caller ID will **not** be displayed on future calls.

Caller ID Name/CNAM

The name sent with caller ID, sometimes referred to as CNAM, is a setting on the phone number.

Note: Most mobile phone carriers don't send Caller ID Name to mobile phones. Mobile phones use the Caller ID number and look-up the name in the phone's contact list.

Supported Outbound Dialing Format

The platform supports 11-digit numbers (1+NPA-NXX-XXXX), 10-digit numbers (NPA-NXX-XXXX), 7-digit numbers (NXX-XXXX), and any N11 codes for local services. (like 211, 411, etc.) from a 3-digit number to a 10-digit number.

Social and Public Services

The following services are available using a short code through your phone service.

211 – Community Services Assistance

Access to information about health and human services by dialing “211” (United States).

411 – Directory Assistance

Nationwide U.S. Directory Assistance can be reached by dialing “411”.

611 – Call PenTeleData Customer Service

Specially set up short code for you to be able to contact our customer service team.

711 – Telecommunications Relay Service

Telecommunications Relay Service (TRS) can be accessed by dialing “711” (United States and Canada).

811 – Local Utilities “Call Before You Dig”

Each state has its own 811 call center to help you get digging. An 811 representative will take information about your project and notify appropriate utility companies to mark buried lines, so you can dig safely around them.

911 - Emergency Services

When you dial “911”, your call is connected to a local 911 operator in the nearest Public Safety Answering Point (PSAP) based on your address.

Note: *The 911 operator is sent the callback number and address for that number.*

Call Conference

Three-way calling lets you bring two parties into the same call to all participate in the same conversation.

- 1) First establish a call
- 2) Press and release the switch hook or flash button on your phone.
- 3) The first call will be placed on hold and dial tone will return.
- 4) Place an outbound call to second number.
- 5) Press and release the switch hook or flash button on your phone, and all 3 callers will be conferenced.

Call Park

When you need to transfer a call to another person or another phone, call park can be used as a place to hold the call and retrieve it from another phone. The caller will hear hold music, and you can change phones, or have someone else retrieve the call from any other phone on the account.

Park a Call

- 1) While on a call, Press and release the switch hook or press the flash button on your phone and wait for a second dial tone.
- 2) **Dial *62.**
- 3) The system will indicate the parking spot the call has been placed in.
- 4) Ex: "Call parked at location 01."
- 5) Hang up.

Retrieve a Parked Call

- 1) Lift the receiver and listen for dial tone.
- 2) **Dial *66 + the parking spot** the call was placed in.
 - a. Ex: *6601
- 3) You are now connected with the caller in that parking slot.

Call Return

If you want to call back the last person that called you, instead of dialing their number, you can use Call Return.

- 1) Lift the receiver.
- 2) **Dial *69.**
- 3) You will be connected to the last number that called you.

Call Transfer – Attended Transfer

When you transfer a call, you can stay on the original call until the other person answers. This gives you an opportunity to talk privately with the other person before you remove yourself from the call. The person you are calling will see that the call is coming from your caller ID.

- 1) While on a call, press and release the switch hook or flash button on your phone.
- 2) The first call will be placed on hold and dial tone will return.
- 3) Place an outbound call to second number.

- 4) *When answered, announce caller to be transferred.*
- 5) *Hang up and the first call will be connected to the second call.*

Call Transfer – Blind Transfer

If you are sending a call to another party and do not need to talk to them before transferring the call, use this method. The party you transfer the call to will see the call as if it is coming from the original caller.

- 1) *While on a call, press and release the switch hook or flash button on your phone.*
- 2) *The first call will be placed on hold and dial tone will return.*
- 3) *Place an outbound call to second number.*
- 4) *Hang up and the first call will be connected to the second call.*

Call Transfer – Directly to Voicemail

When you want to transfer a current call to the correct person without interrupting their current call or having it ring at their desk, you can transfer the current call directly to that user’s voicemail box.

- 1) *While on a call, press and release the switch hook or flash button on your phone.*
 - *The caller will begin to hear hold music.*
- 2) **Dial *00 + the extension of the voicemail box.**
- 3) **Hang up.**
 - *The caller will be in the voicemail box.*

Call Waiting

While on a call, if a second call comes in, you’ll hear the Call Waiting tone. To answer that call, you can choose to place your current call on hold and pick up the incoming call. Additionally, you can temporarily or completely enable or disable Call Waiting from your phone, or from your PenTeleData Online Voice Portal.

- 1) *When you hear the Call Waiting tone, press and release the switch hook or flash button on your phone.*
- 2) *Your first call will be placed on hold, and your second call will be active.*
- 3) *You can switch between the two calls by pressing the switch hook or flash button.*

To Temporarily Disable Call Waiting – Per Call

Keep the next phone call you make from being interrupted.

- 1) *Lift the receiver.*
- 2) **Dial *70 and Dial the number of the party you’re trying to reach.**
 - *Call Waiting is disabled for the current call.*
- 3) *After you hang up, Call Waiting will be active again.*

To Enable Call Waiting – All Calls

- 1) *Lift the receiver and listen for dial tone.*
- 2) *Press *43.*
- 3) *Message will play, “Your call waiting service has been activated”.*

To Disable Call Waiting – All Calls

- 1) Lift the receiver and listen for dial tone.
- 2) Press *44 and wait for a second dial tone.
- 3) Message will play, “Your call waiting service has been deactivated”.

Caller ID for Call Waiting

You can see who is calling, even if you are already on another call. Caller ID and Caller ID name is available if your phone displays Caller ID.

Do Not Disturb

When you are busy and don't want your phone to ring, you can activate “Do Not Disturb”. This will cause all calls to be sent directly to your voicemail box.

Note: This can also be enabled and disabled in the online voice portal.

- 1) **Dial *78 to enable** Do Not Disturb for all calls.
 - You will hear a prompt saying, “Do not disturb enabled”.
- 2) **Dial *79 to disable** Do Not Disturb for all calls.
 - You will hear a prompt saying, “Do not disturb disabled”.

Call Screening

You have control to ensure you receive important calls. You can limit the callers that ring your phone, filter callers, or forward important callers to another number. Calls from anonymous callers, or other callers, can be given special treatment: either being blocked, sent directly to voicemail, forwarded to another phone number (like your mobile), or having a custom ring pattern assigned.

Anonymous Call Block

Calls from anonymous callers or phones not sending a caller ID, can waste your time and distract you from other calls you want to take. These calls can be filtered from even ringing your phone. You can choose to have anonymous callers either hear a busy signal or a message informing them that you are not accepting calls from anonymous callers.

Anonymous caller will hear a busy tone.

- 1) **Dial *77 to enable** Anonymous Call Block.
 - You will hear a prompt saying, “Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line”.
- 2) **Dial *87 to disable** Anonymous Call Block.
 - You will hear a prompt saying, “Your anonymous call rejection service has been deactivated”.

Anonymous caller will hear a message indicating anonymous callers are not allowed.

- 1) **Dial *95 to enable** Anonymous Call Block with Message.
 - You will hear a prompt saying, “Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line”.

- 2) **Dial *85 to disable** Anonymous Call Block with Message.
 - You will hear a prompt saying, “Your anonymous call rejection service has been deactivated”.

Call Screening – All Other Callers

If you don't want to receive calls from anyone, you can use this feature and then enable only specific callers to reach you.

- 1) **Dial *64 to enable** All Other Callers Block.
 - You will hear a prompt saying, “Your selective call accept service has been activated”.
- 2) **Dial *74 to disable** All Other Callers Block.
 - This will allow calls from everyone NOT specifically blocked.
 - You will hear a prompt saying, “Your selective call accept service has been deactivated”.

Call Screening – Custom Number

If you want to screen calls from a specific number, you can use the Custom Call Screening feature to control who can call your phone and what happens when they do. This can be done via the online voice portal or star code.

Allow Custom Caller

If you have blocked all callers and want to allow a specific caller to contact you, use this feature.

- 1) **Dial *59**
- 2) Enter your voicemail **PIN** followed by #.
- 3) Enter the **number** to be blocked followed by #.
 - You will hear a prompt saying, “Calls from [phone number you entered] will be allowed”.

Block Custom Caller

If you have allowed all callers and want to block a specific caller, use this feature. The caller will hear a busy signal instead of reaching you.

- 1) **Dial *60**
- 2) Enter your voicemail **PIN** followed by #.
- 3) Enter the **number** to be blocked followed by #.
 - Be sure to include “1” before the 10-digit phone number.
 - You will hear a prompt saying, “Calls from [phone number you entered] will be blocked”.

Block Custom Caller with Message

The caller will hear a message indicating that calls are not being accepted at this time.

- 1) **Dial *58**
- 2) Enter your voicemail **PIN** followed by #.
- 3) Enter the **number** to be blocked followed by #.
 - Be sure to include “1” before the 10-digit phone number.
 - You will hear a prompt saying, “Calls from [phone number you entered] will be blocked”.

Note: The message the caller will hear is “The number you have dialed is not accepting calls at this time. Please try again later.”

Forward Custom Caller

- 1) **Dial *63**
- 2) Enter your voicemail **PIN** followed by **#**.
- 3) Enter the **number** to be forwarded followed by **#**.
 - You will hear a prompt saying, “Calls from [phone number you entered] will be forwarded”.

Note: A screening forward number **must** be set up in the online voice portal. All callers configured with the Forward setting without a Screening Forward Number will fail over to the All Other Callers setting.

Call Forwarding

When you will not be available to answer calls on your phone, you can have the calls forwarded somewhere else.

Access Call Forwarding Menu

- 1) **Dial *72**
- 2) Enter your **PIN** followed by **#**.
- 3) Current Status of Call Forwarding feature will be given.
- 4) To **forward** all calls, **press 1**.
 - Enter forwarding destination 11-digit Phone Number followed by the # sign.
 - You will hear, “All calls will be forwarded”.
- 5) To send all calls to your line, **press 2**.
 - You will hear, “Calls will ring your line, goodbye”.

Call Forwarding - Remote Access

When you are away from your phone, but still want to receive calls, you don't need to get back to your phone to set things up. Unconditional call forwarding, or forwarding of all calls, is available remotely using the voicemail system.

Note: This service will continue to function even if there is a power outage, Internet outage, or device failure.

Remotely Access Call Forwarding for All Calls

- 1) Access Your Voicemail Menu
 - **Dial your phone number** from another phone not connected to your account.
 - When you hear your voicemail greeting, **press #**.
 - **Enter your 4-digit PIN**, followed by **#**.
- 2) **Press 8** for personal options.
- 3) **Press 5** to access the Call Forwarding Menu.
- 4) Current Status of Call Forwarding feature will be given.
- 5) To **forward** all calls, **press 1**.
 - Enter forwarding destination 11-digit Phone Number followed by the # sign.

- You will hear, "All calls will be forwarded".
- 6) To send all calls to your line, **press 2**.
- You will hear, "Calls will ring your line, goodbye".

Call Forward – Busy

You can control whether your busy calls go to voicemail or have calls forwarded to another phone number.

- 1) **Dial *90**
- 2) Enter your **PIN** followed by #.
- 3) To **forward** all calls when your line is **busy**, **press 1**.
 - Enter **forwarding destination number** followed by the # sign.
 - You will hear, "All calls will be forwarded when your line is busy, goodbye".
- 4) To **send** all calls to **voicemail** when your line is **busy**, **press 2**.
 - You will hear, "Calls will be sent to voicemail when your line is busy, goodbye".

Call Forward – No Answer

You can control whether your unanswered calls go to voicemail or have calls forwarded to another phone number.

- 1) **Dial *92**
- 2) Enter your **PIN** followed by #.
- 3) To **forward** all calls when not answered, **press 1**.
 - Enter **forwarding destination number** followed by the # sign.
 - You will hear, "All calls will be forwarded when not answered, goodbye".
- 4) To **send** all calls to **voicemail** when not answered, **press 2**.
 - You will hear, "Calls will be sent to voicemail when not answered, goodbye".

Call Forward – Out of Service

You can control whether your calls go to voicemail or have calls forwarded to another phone number when your service is out.

- 1) **Dial *94**
- 2) Enter your **PIN** followed by #.
- 3) To **forward** all calls when your line is out of service, **press 1**.
 - Enter **forwarding destination number** followed by the # sign.
 - You will hear, "All calls will be forwarded when your line is out of service, goodbye".
- 4) To **send** all calls to **voicemail** when your line is out of service, **press 2**.
 - You will hear, "Calls will be sent to voicemail when your line is out of service, goodbye".

Group Night Forwarding

Group Night Forwarding, also known as Night Mode, allows users in a group to forward group calls whenever by dialing star code 73.

When enabled, incoming calls to the group are redirected to a pre-set phone number, which can be to another group, a voicemail box, a user, or an off-net number (like the night manager's cell phone). And because it's controlled by star code 73, each group can manage it independently.

Shared Group Numbers

The group number does not have to be unique. When the same number is assigned to multiple groups, enabling/disabling Night Forwarding for one will enable/disable it for them all. This strategy is useful when multiple teams are on the same schedule, or one team is assigned to answer calls for multiple groups. However, to allow each group to manage their Night Forwarding setting independently, all auto-attendant groups must have a unique group number.

Enable or Disable Forwarding

Only a user assigned to the group can enable or disable Night Forwarding for that group. However, if multiple groups are assigned the same group number, the user who enables/disables it only has to belong to one of the groups.

- 1) A user in the auto-attendant group will dial the Group Forwarding star code 73 + the group number.
 - For example, the star code is 73 and the group number is 102, the user will dial *73102.
- 2) Follow the audio prompts:
 - Press 1 to turn on Night Forwarding.
 - Press 2 to turn off Night Forwarding.
 - Press 3 to set the Night Forwarding number.

NOTE : Call Queuing

If calls are in the queue when Night Forwarding is enabled, those calls will remain in the queue until answered, and all new calls to the queue will be forwarded.

Scheduled Rules

You may set up a schedule to forward calls during certain hours, like a lunch break. Your phone will be forwarded at the same time every day, based on the schedule you set.

Note: Schedules will need to be created and managed in the online voice portal.

Account-wide Services

Auto Attendant

Inbound calls to your main company number can be answered by a recorded message allowing callers to make a selection and get connected with the right department or person.

Music on Hold

This allows you to set not only music, but also specific messaging for your company that your callers will hear whenever they are placed on hold.

Note: *Hold music must be a WAV file under 5MB. For best results, a WAV file with 1 Channel, 8khz, 8 bits/sample, and μ -law encoding..*

Virtual Fax

The Virtual Fax (VFax) solution is an alternative to a physical fax machine which allows you to receive faxes via email. This gives you flexibility, allowing you to work from anywhere. This is accomplished by our system converting faxes it receives into PDF files, which are then delivered to the specified email address. We offer both Dedicated VFax, where a line on your account is strictly for receiving faxes, and Shared VFax, where a line may receive both phone calls and faxes and the system will differentiate which is which and react appropriately.

Note: *To send a fax, you will need to use a fax machine with an analog to digital adapter.*