

Admin Phone System User Guide

Code	Function	Notes
*8 + Extension	Directed Call Pickup	Allows a user to answer a call ringing at another extension. This feature only works for calls to that extension directly. Calls ringing the extension as a result of a hunt group or queue cannot be picked up with this feature. (Feature must first be enabled on the system.)
* + Extension	Voicemail	Allows user to access user's voicemail box. User will be prompted for password.
*67 + Telephone #	Block your caller ID	
Press Assigned Green Button BLF	Call Park	Park a call.
Press Assigned Red Button BLF	Pick Up Parked Call	Pick up a parked call.
Transfer + Extension + Send Then Transfer after accepted	Attended Transfer	This will allow you to call the Extension privately before the transfer of a call.
Transfer + Extension + Transfer + Hang up	Blind Transfer	This will blindly transfer calls to an Extension
Transfer + Extension + * + Transfer	Transfer directly to Voicemail	Used to transfer a call to a user's voicemail box without first ringing the user's phone.
*301 + Mailbox	Record a new UNAVAILABLE voicemail greeting	Unavailable greeting will play when a user does not answer their phone.
*302 + Mailbox	Record a new BUSY voicemail greeting	Busy greeting will play when a user is on another call.
*303 + Mailbox	Record a new NAME recording	Name is used for announcements and auto-attendant directory
*311 + Mailbox	Listen to your unavailable greeting	
*312 + Mailbox	Listen to your busy greeting	
*313 + Mailbox	Listen to your name recording	
*5000	Access Voicemail Center	Access Central Voicemail System. User will be prompted for extension and password.
*331 / *332 / *333	Listen to Auto Attendant greeting 1, 2, 3	*33 + Greeting number.
*321 / *322 / *323	Record new Auto Attendant greeting 1, 2, 3	*32 + Greeting Number.
*57 + Extension	Listen Live	If enabled, allows authorized users to listen to another extension's conversation. Requires password.
*58 + Extension	Barge-In	If enabled, allows authorized users to barge in (participate) in another extension's conversation. Requires password.

For assistance, please contact us at support.hopdial.com or call 866.405.9575