

# Welcome to Advantage Voice

Reference Guide

## How to use your Advantage Voice features



### Conference call

1. While engaged in a call, press the **Conference** button on the screen. The initial call is held.
2. Press the **individual user's name** or enter the extension/phone number of the person joining the call.
3. When the call is connected, press the **Conference** button again. All parties are now connected.



### Push to Talk

Use your Advantage Voice system like an intercom and connect with an individual or entire group.

1. Lift telephone handset and enter **\*50** and the desired extension.
2. Press the **Send** button or **Green Dial** button.
3. Talk on phone to make announcement.

Manage your contacts in the Advantage Voice Portal.



### Forward all calls

#### Activate:

1. Press the **Forward** button or lift telephone handset and enter **\*72**.
2. Enter phone number to which calls will be forwarded.
3. Replace telephone handset. **Call Forward Always** is now activated.

#### Deactivate:

1. Press the **Forward** button or lift telephone handset and enter **\*73**.
2. Replace telephone handset. The service is now off.



### Direct your calls

#### Call Pull:

Move a call you have answered on the mobile app or vice versa.

1. Lift telephone handset where you want to retrieve the call.
2. Enter **\*11**.
3. The active call will now be on that device. It must be the only active call.

#### Call Park:

Put current held calls on other extensions.

1. Lift handset. Enter **\*62**.
2. Enter extension of the phone which call is to be parked on or press **#** to park on current extension.
3. Replace the telephone handset. The call is now parked on the indicated extension.

#### Retrieve parked call:

Answer the parked call on a new extension.

1. Lift handset. Enter **\*82**.
2. Enter the extension of the parked call or press **#** to retrieve it from the current extension.
3. The new extension is now connected with the call you parked.



## Portal feature management

**Auto-Attendant** acts as an automated receptionist that answers phone calls while providing professionally recorded messages to callers.

1. Log in to the [Advantage Voice portal](#).
2. Navigate to [Dashboard](#).
3. Select [Auto-Attendant](#).
4. [Select Settings](#).
5. Business Hours
  - a. Upload a personalized greeting.
  - b. Set up [Business Hours Dialing Menu](#).
6. After Hours or Holiday Hours.
  - a. Upload a personalized greeting.
  - b. Set up [After Hours Dialing Menu](#).
7. Press [Save](#).

Note: Sub-menu greetings can only be recorded on a device such as a phone or computer and uploaded through the Advantage Voice portal. For additional support visit: [business.shaw.ca/support](http://business.shaw.ca/support)

## Manage individual users

Log in to the [Advantage Voice Portal](#) to manage individual users:

**Users:** Reset individual users' portal and voicemail passwords.

**Voicemail:** Set features for individual users.

**Devices:** Input each line key button.

1. Busy Lamp Fields
2. Speed Dials

## Manage Hunt Group

Hunt Group allows multiple telephone lines to act as one single group. If a line is busy, the call goes to the next available line.

- Manage users assigned to receive calls from the group.
- Modify not reachable and no answer settings.



## Advantage Voice how-to's

### Put someone on hold:

1. While on a call, press the [Hold](#) button on the phone.
2. You can now make a second call and switch between calls.

### Manage voicemail:

1. Lift the handset. Enter [\\*98](#) or press the VM icon on the phone.
2. If applicable, enter your [Voicemail Passcode](#).
3. Press 1 to play new messages, 7 to delete, 9 to save.

**Do Not Disturb:** Prevent all calls from ringing

**Activate:** Press the [DND](#) button on the phone or enter [\\*52](#).

**Deactivate:** Press [DND](#) once again or enter [\\*53](#).

### Transfers:

**Consulted Transfer:** Request to transfer a call from one party to another.

1. Press the [Transfer](#) button when on a call.
2. Press the [individual user's name](#) or enter the extension / phone number of the person to receive the call.
3. When the party answers, announce the call.
  - a. Press [Transfer](#) again or hang up handset to transfer the caller.
  - b. Press [Resume](#) to take the caller back.

**Blind Transfer:** Make a direct transfer without speaking to the other party.

1. Press the [Transfer](#) button when on a call.
2. Press the [Blind](#) button that appears.
3. Press the [individual user's name](#) or enter the extension/phone number.
4. Caller has been transferred.

## Help is within reach

Find helpful tips on how to use and navigate the Advantage Voice features and the portal.

Visit [business.shaw.ca/smartvoicesupport](http://business.shaw.ca/smartvoicesupport) | Advantage Voice portal login: [voice.shawbusiness.ca](http://voice.shawbusiness.ca)