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| Source: https://www.freepbx.org/Meet you new phone systemThe provider of the VoIP solution is FreePBX. Some features of this phone system are as follows:* FreePBX community that beats the performance of industry commercial efforts
* Most widely deployed open source PBX platform across the world
* All in one platform
* Web-based open source GUI to allow complete freedom to control settings and features

\*all above information obtained from: https://www.freepbx.org/ |

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| Instructions for What?About projectRecently, Charlie’s Manufacturing hired us to provide a voice and infrastructure modernization. This involved upgrading the analog phone system to a VoIP solution.**This guide is to direct you how to use the new phones that will be located throughout the building.** Please feel free to contact the IT department (ext. 1606) for further questions. Complete instructions can be found on the FreePBX wiki @ https://wiki.freepbx.org/display/FOP/End-User+Documentation#End-UserDocumentation-Asteriskphonesystemoperationend-userdocumentation |
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|  | VoIP Solutions LLC1234 Unviersity Dr.Columbus, OH 43125 |

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| VoIP Solutions LLC |
| Instructional guide for FreePBX phone system |

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| Type a caption for your photoInstructionsHandling CallsAnswer a call: pick up handsetHang up a call: hang up receiverCall Forward: press the call forward key, enter own extension number followed by a #. Enter the extension or external number followed by a # to complete the forward.Bild Transfer: dial ## quickly, this will place the caller on hold with music, dial extension they wish to be transferred to followed by a # | Placing a Call* Pick up the handset (you will hear a dial tone) and dial the number – you will hear normal key tones as you press the digit keys
* The phone will automatically place the call when it detects the end of a recognized number pattern
* If the number is an unusual format (for example, an international call), it will not dial automatically – in this case, press the right arrow key to dial the number or simply wait for the dialing timeout to expire
* Alternatively, leave the handset down and dial the number
* The left arrow key is used as a backspace key to correct numbers
* Lift the handset or press the green "Speaker" key to place the call

All information was obtained from the FreePBX wiki @ https://wiki.freepbx.org/display/FOP/End-User+Documentation#End-UserDocumentation-Asteriskphonesystemoperationend-userdocumentation | Conference calls* Dial the specified number to enter the specified conference room (e.g. dial ''390'' to enter the extension 390 conference room)
* You will hear a recording stating that you are the only person in this conference
* Other participants should dial the same number (e.g. ''390'') from their phones to join the conference
* A short sound will play to indicate a new participant has joined the conference
* A short sound will also play when a participant leaves the conference
* Outside callers can be transferred to the conference room number just like they would be transferred to an internal extension (see "Call transfers", above)
* If desired, a IVR menu code can also be set up by your phone system administrator for outside callers to connect themselves to the conference room
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