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| Source: https://www.freepbx.org/ Meet you new phone system The 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/ | |  | | --- | | Instructions for What?About project Recently, 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 | | |  |  | | --- | --- | |  | VoIP Solutions LLC  1234 Unviersity Dr.  Columbus, OH 43125 | | | |  | | --- | |  | |  | | VoIP Solutions LLC | | Instructional guide for FreePBX phone system | |
| Type a caption for your photo InstructionsHandling Calls Answer a call: pick up handset  Hang up a call: hang up receiver  Call 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 |