ECN CLOUD PBX

Quick Reference Guide

Account Code

Dial external number follow the voice prompts.
(Account codes must be programmed by the engineer)

Ad Hoc Call Recording

To activate recording while on a call (Ad Hoc) Dial: ***44**
To stop recording while on a call (Ad Hoc) Dial: ***45**

Call Supervision

Dial: ***90** + extension number (Spy Mode)
Dial: ***91** + extension number (Whisper Mode)
Dial: ***92** + extension number (Barge in Mode)
(Call Supervision must be programmed by the engineer)

Call Pick Up

When pickup groups are programmed by the engineer you can pick up any extension in your own group or different groups
Dial: ***40** or ***40 group number** lift handset / press **OK**

Call Forward / Divert

To set:
Dial: ***99**, follow the voice prompts.
To cancel:
Dial: ***99**, follow the voice prompts.

Call Park

During a call, dial: Conference ***70** then **OK**, the system will read back park number.
To retrieve, dial: ***71**, dial: **park number (e.g., *71*78)** lift handset / **OK**

Call Screening / Time Modes

Dial: ***62** (PBX Call Screening)
Dial: ***61** (Extension Call Screening)
(Call Screening must be programmed by the engineer)

Conference Call

*Phone Dependent

Hunt Group Log-In / Log-Out

Dial: ***41** + Hunt Group Number (Log-In)
Dial: ***42** + Hunt Group Number (Log-Out)
(Hunt Groups must be programmed by the engineer)

Internal Paging

Dial: ***33** + Extension Number to be Paged

Speed Dial Numbers

Personal
*Phone Dependent
Shared
To use:
Dial: **code (000-999)** lift handset / press **OK**
(Speed Dial Numbers must be programmed by the engineer)

Transfer a call

During a call:
Blind transfer: Press **TRANSFER** and dial relevant extension number and press **BLIND TRANSFER**, then hang-up.
Attended Transfer: Press **TRANSFER** and dial relevant extension number and press **OK**, announce caller then hang-up

Voicemail

Dial ***98**
Lift handset / **OK**, follow voice prompts