

User Guide

A list of features and how-to instructions

Record your voicemail greeting

- Dial *97 or press the message button on your phone
- Enter your PIN. If that does not work, try the default PIN "1234"
- Press 0 for mailbox options
- Press 1 to record your **Unavailable** greeting
 - This is what callers will hear when your phone goes unanswered

Changing your voicemail PIN

- Press 5, while still in the Voicemail box Options Menu
- The system will prompt you to enter in a Password (PIN)
- Select a 4 digit PIN number, then press #
- Re-enter the 4 digit PIN, then press #
- The system will confirm the change

Record your name in voicemail menu

- Press 3 to Record your Name
- The system will prompt you to record
- Press 1 to Accept, Press 2 to Listen to the recording, Press 3 to re-record
- Press 0 to return to mailbox options or Press * to return to the Main Menu

Accessing your voicemail Box

- From your Office Phone: Dial *97
- From any phone: Dial the office main phone number
 - Press the # key when the recorded message plays
 - Follow the audio prompts
- While listening to a voicemail message you can Fast Forward (press *) or Rewind (press #)

Extension dialing

- Dial desired extension number
- Press **Ok** or **Call** button on your device

Transferring calls on desk phones

- While on a call place caller on **Hold**
- Select the **Tran** key on the device
- Enter the desired extension
- Select **Ok** or **Tran**

Transfer to voicemail

- While on a call place caller on **Hold**
- Select the **Tran** key on the device
- Enter * + the desired extension (ex: *55)
- Select **Ok** or **Tran**

Put a call on Park

- Answer incoming call on your FluentStream device
- Locate the “Park” button on the lower left or right hand side of the screen
- Press the “Park” button to place the call into one of the Lots below the button
- Once you have parked the call one of the Lot buttons will change from green to red to signal that a caller has been assigned to that lot

Retrieve a call on Park

- Locate the “Lot” buttons on the right hand side of your screen
- The “Lot” buttons will indicate if there is a call presence by updating to either Green (no occupancy) or Red (occupied)
- To retrieve the call, simply press on one of the Red lit buttons on your device and you will be connected

Do Not Disturb

- To enable Do Not Disturb (DND) on most phones there will be a button or icon to press
- While on DND calls will be logged as **Missed**
- To turn off press the DND button/icon again

FluentStream Conference Call

- Dial in to your dedicated conference room telephone number
- Enter PIN if required and given by the administrator of the conference

Call Forwarding from the FluentCloud portal

- Log into my.fluentcloud.com
- Select **Call Management**
- Select **Forwarding**
- Select **Turn on Call Forwarding**
- Select **Always Forward, Forward on Busy, or Follow Me**
 - Always Forward** — calls made directly to your extension will always forward
 - Forward on Busy** — calls made directly to your extension, while you are currently on a call can be forwarded to your choice of application (i.e., Principal to Principals Assistant)
 - Follow Me** — calls made directly to your extension can be forwarded under the specifications you select, including simultaneous and sequential ringing

Contacting FluentStream support

- Send support tickets by emailing Support@fluentstream.com
- Dial in and speak to an agent on **(303) 462-5683** option 2 or dial 711 directly from your FluentStream phone
- Use the chat while in the portal at my.fluentcloud.com at the bottom left hand side

Sending a Fax via Email

- Compose a new email in your email service (Gmail, Microsoft Outlook, etc.)
- In the “To:” field, enter the number you want to fax to in this format:
FAXNUM@fax.fluentcloud.com for example, 3034625683@fax.fluentcloud.com
- Do not add a Subject to the email.
- Attach the file you want to fax to this email, just as you would with a standard email attachment. Ensure this file is in .pdf, .doc, or .docx format, and under 15MB in size
- Click Send, and your fax will be sent to the recipient