Quick Reference

Feature Code	Description	What to Do
*270_*	Company Directory, dial by name	Dial 270 When you hear the main Greeting Dial *
*71	Call Forward Always Activation	Dial *71 + number you want to forward to, Press Send
*72	Call Forward Always Deactivation	Cancel Call Forwarding Prompted
271	Sample extension to go to a voice menu - main	Go to IVR/Menu - Main
272	Sample extension to go to a voice menu - night	Go to IVR/Menu - Night
273	Sample extension to go to a voice menu - holiday	Go to IVR/Menu - Holiday
*388	Test Music on Hold	Test Music on Hold
xxx	Transfer caller to an Extension - xxx is extension number	Transfer + Dial Ext Number + Hang Up
*125xxx	Transfer to Voicemail by Extension - xxx is extension number	Transfer + Dial *125 + Dial Ext Number + Hang Up
*400xxx	Intercom directly to a phone spkr - announce only - xxx is ext #	Dial *400 + Dial Ext Number + Send
*400*xxx	Intercom directly to a phone spkr - two-way audio - xxx is ext #	Dial *400* + Dial Ext Number + Send
*88xxx	Pick up call on direct extension - xxx is extension number	Dial *88 + Dial Ext Number + Send
*123	Check Voice Mail	Dial *123 Send (analog station dial *123#)
*124	Check Voice Mail of another extension - xxx is extension number	Dial *124 + Send. Dial Ext Number when prompted
*	Check Voice Mail While listening to extension greeting	During greeting dial *, prompt will ask for password

To Access Your Voice Mail:
Use *123 code above and you will be prompted to enter your password.
    (Default password is your ext number, new users will be prompted to
     change password, record name, and greetings.)
Or: Dial your own Ext number and system will prompt you to enter your password.
Or: Press the message button and system will prompt you to enter your password.
Or: Dial your 10 Digit telephone number and when you hear the greeting start
 dial * and system will prompt you to enter your password.
Or: Dial your system's backdoor number ____-____-_____, dial * , and system
 will prompt you to enter your mailbox (extension number) and password.

To Login To YOUR STATION USER PORTAL:
Go to http://www.rfcnet.com/ in your browser
Click On: Login to RFCVoip-MT1 in upper right corner
  (please feel free to bookmark this page once you have arrived)

Enter your username & password.

Note:
User name is the email address assigned to your extension. If you do not know what the assigned email address is Contact RFC.
Passwords are randomly generated. Please contact RFC for your userportal password.

This user portal is where you can make changes to your personal settings.
Example: Choose>Enhanced Services >Call Forwarding or Follow me to call your cell phone when you are not at your desk.

Conference Call:
- Press the CONF softkey (or button) during an active call
- The first call is place on HOLD. You will hear dial tone. Dial the number to conference in, then press the SEND key.
- Whe the call is answered the CONF softkey will appear in the display, press the softkey and your conferece call will begin.
- Hangup or press the CANCEL softkey to disconnect all parties.
- The SPLIT softkey will appear in the display during the conference. Pressing the SPLIT softkey will place both parties on hold. Quickly touching the appropriate line button twice will allow you to speak with just one of the parties.