

BHV Single Seat FAQs



1 DND (Do Not Disturb) – Steps on setting and removing the feature.

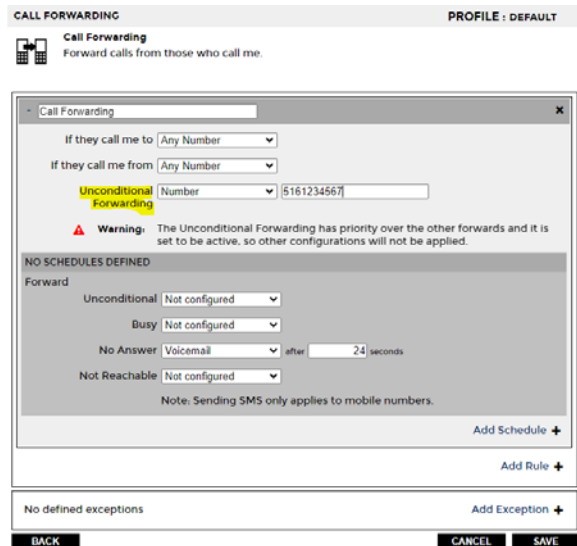
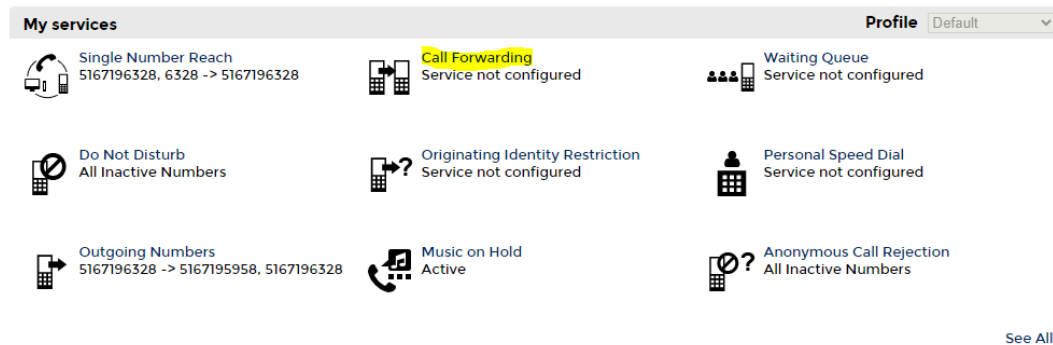
Pressing mute key on idle state will Enable/Disable DND mode on the phone. If enabled, the phone will show on display. Press and hold to disable it. (Default is Disabled)

To disable Mute as DND option: Go to Preferences and highlight Mute as DND. Change from Enabled to Disabled using right or left soft key, then press Save soft key.

2 How do I forward calls in the event of a loss of service or power?

Answer: There are two ways to ensure no calls are missed when you experience a loss of service or power.

Option 1: Navigate to BusinessHostedVoice.com and sign in using your email and password. Select the Call Forwarding option on the home page and set “Unconditional Forwarding” to “Number.” Now enter the 10-digit number you want calls forwarded to and hit Save. Calls will be forwarded immediately.



Option 2: Download the BHV application which is available for Android/IOS mobile devices as well as Windows/Apple computers. Sign into the application, any calls to your Business Hosted Voice phone service will be automatically directed to the app, once you are signed in.



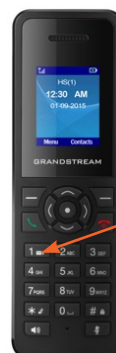
3 How do I access my voicemail both in and out of the office?

In office: From your cordless handset simply dial *99 or press and hold the 1 Key to access your voicemail box.

Out of Office:

Option 1: Dial your business number, once the voicemail picks up the call, press the * key followed by your VM pin number when prompted.

Option 2: Enter the remote access voicemail number for your region from any phone, enter your 10-digit phone number, and enter your VM pin when prompted.



Press and hold number 1 Key to access the voicemail box.

4 How do I transfer calls from one handset to the other?

To transfer a call from one handset to another, the Attended Transfer function should be used by performing the following action: Press the left soft key labelled “Options” on screen while on a call, then select “Attended Transfer” from the list.

Now, **Option 1**, scroll down and select the handset you want to transfer to that is set up on the same base station.

OR **Option 2**, if you want to transfer to another number (external or Optimum), enter the number and press dial key.

Once you select your option and second call has been established, press transfer soft-key.

5 Where can I view my call history?

Call history can be viewed either from the cordless handset or via the BusinessHostedVoice.com portal. You can find “All Calls” by pressing the left soft key labelled “History” on screen while in Idle.

6 How do I place a call on hold?

To place a call on hold, press the left soft key to access the “Options” menu. Continue to navigate to the “Hold” option and press the select key or left soft key to place the call on hold. Once on hold, to resume the call, press the left soft key to access the “Options” menu and navigate to “Resume,” press select key to resume the call.

7 How do I switch from my active call to an on-hold call?

To switch from your active call to a call that is currently on hold, navigate to the “Options” menu by selecting the left soft key and navigate to the “Swap” option, using select key swap to switch back and forth between the calls.

8 How do I perform a conference call?

Once you are on a call with the first party, press the left soft key for the “Options” menu and select the “Conference” option using select key . Then enter the number of the second party you wish to add to the conference and press the dial key . Your DP720 cordless phone handset supports up to 3 party call conferences.

9 If a handset is misplaced, there is a feature that will allow you to page the particular handset.

On the back of the DP750 Base station, press the radio/page button, all cordless phones paired to the base station will receive the page. Once you locate the handset, press any button to stop the page.

10 How do I pair the handset to the base station?

Steps:

- 1: On DP750 Base station, press and hold the Radio/Page button for 7 seconds until the radio icon starts blinking to start the subscription process. Or Access web UI and press **Subscribe** button to Open Subscription
- 2: On DP720, press **Subscribe** softkey if available on the main screen or access **Menu → Settings → Registration → Register** while the DP750 Radio icon is blinking.
Note: “Subscribe” softkey appears only if DP720 is not registered to any DP750 base station.
- 3: Select **BaseX** (X=1-4) corresponding to the desired base station DP750, then press “Subscribe.”
- 4: The DP720 will search for nearby base stations and will display the RFPI code and base station name of the discovered DP750.
- 5: Press **Subscribe** to pair with the displayed DP750.
- 6: The DP720 will display **Easy Pairing** on the LCD and play an audible buzz when successful. Then it will return to the home screen, displaying the handset name and number assigned by the registered base station.

11 How many simultaneous calls are supported?

Each base station can support maximum of 5 calls including call waiting. Any additional call will get “busy” tone. If you expect a larger call volume, please contact us to enquire about upgrade to regular BHV.

12 How many Mobile apps can I use on my account?

We suggest use of 1 Mobile app per account for best experience.

13 How to download the BHV app?

iOS: <https://apps.apple.com/us/app/optimum/id1529218115?platform=iphone>

Android: https://play.google.com/store/apps/details?id=com.optimum.businesshostedvoice&pcampaignid=web_share

You will be required to enter your Username and Password to access the app. Please refer to your Hosted Voice Welcome Email.

For additional questions, customers in the Tri State area, contact 866.575.8000 and for all other regions, contact 855.270.5527