

Business Hosted Voice (BHV) Single Seat FAQs



1 How to use shared Virtual Fax

To send

- + Send an email with an attachment to fax_number@vfax.businesshostedvoice.com where the fax number is the destination fax number.
- + Max email size: 10MB, max number of attachments: 5

To receive

- + Share the virtual fax number with the person sending you the information. The system will convert the incoming fax to a document (usually PDF) and email it to the users in the Fax Reception list on the Shared Virtual Fax service.

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 under my services 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.

The screenshot shows a 'My services' dashboard with a 'Profile' dropdown set to 'Default'. It lists several services with their status:

- Single Number Reach: 5167196328, 6328 → 5167196328
- Call Forwarding: Service not configured
- Waiting Queue: Service not configured
- Do Not Disturb: Inactive Numbers
- Originating Identity Restriction: Service not configured
- Personal Speed Dial: Service not configured
- Outgoing Numbers: 5167196328, 6328 → 5167196328
- Music on Hold: Active
- Anonymous Call Rejection: Inactive Numbers

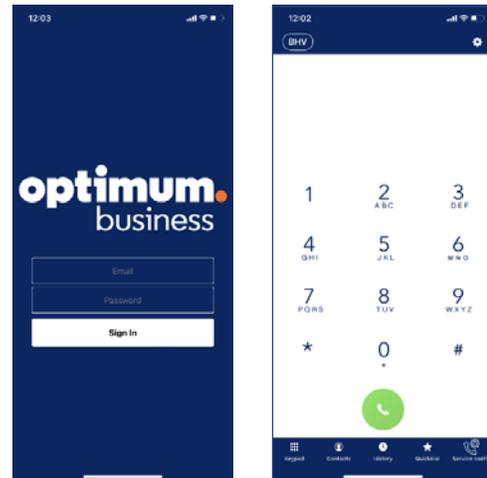
[See All](#)

The screenshot shows the 'CALL FORWARDING' configuration window for 'PROFILE: DEFAULT'. It includes the following details:

- Call Forwarding: Forward calls from those who call me.
- Configuration: If they call me to Any Number, If they call me from Any Number, Unconditional Forwarding to Number 5161234567.
- Warning: The Unconditional Forwarding has priority over the other forwards and it is set to be active, so other configurations will not be applied.
- NO SCHEDULES DEFINED
- Forward settings: Unconditional (Not configured), Busy (Not configured), No Answer (Voicemail after 24 seconds), Not Reachable (Not configured).
- Note: Sending SMS only applies to mobile numbers.
- Buttons: Add Schedule +, Add Rule +, Add Exception +.
- Bottom buttons: BACK, CANCEL, SAVE.

Continued on next page.

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 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.

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

In office: From your cordless handset or desktop/smartphone app 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. Then, enter your VM pin when prompted.



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

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

To transfer a call from one handset to another use the Attended Transfer function. Press the left soft key  labelled “Options” on screen while on a call. Then select “Attended Transfer” from the list.

Transfer Calls:

Option 1: Scroll down and select the handset you want to transfer to that is set up on the same base station.

Option 2: If you want to transfer to another number (external or Optimum), enter the number and press the **Dial** key.

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

6 Where can I view my call history?

Your call history can be viewed on 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 mode.

7 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 the 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 the select key  to resume the call.

8 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 the select key  to switch back and forth between the calls.

9 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 the 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.

10 If a handset is misplaced, is there a feature that will allow you to page that 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.

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

Steps:

- 1: On the 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 the **Subscribe** button to Open Subscription
- 2: On the DP720, press the **Subscribe** softkey if available on the main screen or access **Menu → Settings → Registration → Register** while the DP750 Radio icon is blinking.
Note: The **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.

12 How many simultaneous calls are supported?

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

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

We suggest using 1 Mobile app per account for the best experience.

14 DND (Do Not Disturb) – Steps for setting and removing this feature.

 Pressing the **Mute** key in the idle state will Enable/Disable DND mode on the phone. If enabled, the phone will show  on the display. Press and hold to disable it (default is disabled).

To disable Mute as a DND option, go to Preferences and highlight Mute as DND.

Change from Enabled to Disabled using a right or left soft key, then press the **Save** soft key.

For additional questions, customers in the Tri-State area should call 866.575.8000. For all other regions, contact 855.270.5527