

COMMON ORBIS VOICE ISSUES

1. I'M GETTING VOICEMAILS ON MY OFFICE PHONE, BUT MY CALLS ARE SUPPOSED TO BE FORWARDING TO MY CELL PHONE.

Solution: Login to the Orbis Voice portal (www.orbisvoice.com) and click on 'Services'. Change the value in the "Seconds to ring" box to 60 seconds. (This allows your cell phone to ring long enough for the call to be picked up by your cell phone voicemail.)

2. WHEN PEOPLE CALL MY EXTENSION OR DIRECT LINE, IT RINGS A FEW TIMES AND THEY GET A BUSY SIGNAL.

This is most likely occurring when you have calls set to forward to your cell phone for all options in the online portal. Follow steps in Issue #1 to resolve.

3. I WANT MY OFFICE PHONE TO RING WHEN I AM IN THE OFFICE AND FORWARD TO MY CELL WHEN I AM AWAY FROM MY DESK.

Manual forwarding (this will require you to hit a button on your phone when you want calls to be forwarded to your cell): Login in to the Orbis Voice portal (www.orbisvoice.com) and click on 'Services'. Ensure the "Try First" option is set to 'Phone' and <your extension #>. Change the "If Busy" option to 'Outside Number' and put in your 10 digit cell phone number. When you want to forward calls to your cell, hit the DND button on your phone. Hit DND again to turn off forwarding when you return.

Automatic forwarding (this will send all calls to your cell phone if you do not pickup your office phone after a few rings): Login in to the Orbis Voice portal and click on 'Services'. Change the value in the "Seconds to ring" box to 60 seconds. Ensure the "Try First" option is set to 'Phone' and <your extension #>. Change the "Ring Time" value to 12 (this indicates 12 seconds, or about 3 rings). Change the "If Not Answered" option to 'Outside Number' and put in your 10 digit cell phone number. When someone calls your extension, calls will be forwarded to your cell if you do not answer after 3 rings.

4. I FORGOT MY VOICEMAIL PASSWORD.

Solution: Login to the Orbis Voice portal (www.orbisvoice.com) and click on 'Services'. Click on 'Mailboxes' (left side of screen). The resulting page will show you your current VM password and/or allow you to enter a new value in the "Password" box.

5. I'M GOING ON VACATION AND WANT MY CALLS FORWARDED TO A PARTNER OR ASSISTANT'S PHONE.

Login to the Orbis Voice portal (www.orbisvoice.com) and click on 'Services'. Change the "Try First" option to 'Extension' and the extension number of the person you want to take your calls.

6. WHEN DIALING A NUMBER, THE CALL DOES NOT GO THROUGH (I RECEIVE A FAST BUSY OR CALL FAILED).

Ensure that you are only dialing 10 digit numbers (YOU DO NOT NEED TO DIAL A 9).

7. I GET A FAST BUSY BEFORE I CAN FINISH DIALING A PHONE NUMBER.

Due to a digit timeout on the phone, you only have 5 seconds to finish dialing once you enter the first digit. An easy way to get around this is to dial the number you want before lifting the headset or hitting the speakerphone button. You can take as much time as you'd like and when you are finished, the call is placed as soon as you pick up the headset or hit speaker.