N	OTES
  }	



# Why flagmantelecom

Welcome to the **flagman** family!

We are so glad to have you on board, and we look forward to serving you in your business and building a great professional relationship with you. We are proud to not only provide you with cutting-edge business telephone technology, engineering expertise, and significant cost savings.

We want you to know that we are always here for you - our priority here at **flagman** is to always go above and beyond for our customers' business growth.

#### STEPS FOR USING BASIC FEATURES

#### CALL FORWARDING

Please use web portal or request automated Call Forwarding from Support.

#### BLIND CALL TRANSFER

- 1. Press **TRANSFER** key during an active call. The call will be placed on hold automatically.
- 2. Enter an ext number or external phone number you want to transfer to, and then press # key.
- 3. Press **TRANSFER** key again when you hear the ring back tone.

#### **• ATTENDANT CALL TRANSFER**

- 1. Press **TRANSFER** key during an active call. The call will be placed on hold automatically.
- 2. Enter an ext number or external phone number you want to transfer to, and then press # key.
- 3. Press TRANSFER key when the second party answers.

#### **© CALL CONFERENCE**

- 1. Press the **CONFERENCE** key during an active call. The call will be placed on hold automatically.
- 2. Enter the number of second party and then press send or # button.
- 3. Press the **CONFERENCE** key again when the second party answers. All parties are now joined in the conference.

**Notes:** You can split the conference call in to two individual calls by pressing the **SPLIT** soft key.

#### VOICE MESSAGE

Message waiting indicator on the idle screen (envelope sign) or **MESSAGE** key led lights up indicates that one or more messages are waiting in the message center.

- 1. Press **MESSAGE** key.
- 2. Follow the voice prompts to listen/delete/save your voice messages. Default password is #

PBX WEB	ACCESS		E-FAX ACCESS
Web link		Web link	
Username		Username	
Password		Password	
Account name			

#### 24/7 TECHNICAL SUPPORT

# **1**<sup>ST</sup> PRIORITY SUPPORT

- o Via ticketing system flagmantelecom / support
- o Via e-mail support@flagmantelecom.com

# **GENERAL SUPPORT**

- o Via text message 8448008008
- o Via phone 8448008008

**Attention:** To get first priority or emergency support please use our online or email support options

**Notes:** Find other helpful tools at **flagman**help.me

### **SHORT CODES FOR BASIC FEATURES**

FEATURE CODE	DESCRIPTION
*8[ext number]	Specific Extension intercom
*67[phone number]	Blocked caller ID
*21	Follow me on/off
*33[ext number]	Eavesdrop
*99[ext number]	Send/transfer a call directly to voicemail
**[ext number]	Intercept specific extension
*98 dial [ext number]	Check others extension voicemail
*777	Page all extensions

## **SHORT CODES FOR CUSTOM FEATURES**

FEATURE CODE	DESCRIPTION