

Phone System Instructions

Virtual Phone System Numbers

Floofins & Co. Main Line (Toll Free): 855-748-6935*

Floofins & Co. Main Line (Local): 630-478-8915*

Floofins & Co. Voicemail Alert (Text Message): 973-577-6478*

Floofins & Co. Group Text Line (Text Message): 850-736-4252*

Floofins & Co. Fax Line: 855-329-6935

**Program these four (4) numbers into your mobile phone. When clients access your extension, it will ring to your phone as one of the two (2) main lines. If you miss a call, you will receive a text message alerting you that a voicemail is waiting. These text messages will come from the Voicemail Alert number. The group text line is used between the office and all staff if we need to send out a group alert or are looking for someone to sub in at the eleventh hour, etc.*

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Transfers: When you receive a phone call through the virtual system, you can transfer it to the office if needed. **To Transfer a Call:** Press star (*) 2 + Extension. *The office Extension is 503.*

Voicemails: When you receive a voicemail, you will be alerted with a text message. You can listen to voicemails either by checking your e-mail and listening to the .wav attachment, or you can call directly into the system to retrieve it. **To Access Voicemail:** Call 855-748-6935 and dial your extension. Press the star (*) key when you hear your greeting. When prompted, dial your password and follow the voice prompts to listen to voicemail. Default password is 12345.

Outgoing Calls: Feel free to call clients directly from your mobile line, as text messages are sent that way. However, if you wish to make a call to a client that displays the office line on their caller ID you can do that as well. **To Make Outgoing Calls From The Office Number:** Call 855-748-6935 and press star (*). Then enter your extension and password and follow the voice prompts to make an outgoing call.