

Audian Phone Articles



audian

Welcome to Audian's Knowledge Database

Phone Articles

(Covid-19) Emergency Account Management

Audian Booklet

Audian Portal

- [How To Articles](#)

Fax Articles

- [How To - Send A Test Fax](#)
- [How To - Send Fax via Audian User Portal](#)
- [How To - Send Virtual Faxes Online](#)
- [How To - Set the Main Fax Number](#)
- [How To - Troubleshoot Fax Issues](#)

Features & Services

- [3-Way Call Conferencing](#)
- [911 Notification SMS & Email Setup](#)
- [Caller ID Prepend](#)
- [Call Queues](#)
- [Call Recording](#)
- [CSV Onboarding App](#)
- [Dial-By-Name Directory](#)
- [Directed Extension Pickup](#)
- [Do Not Disturb](#)
- [Dynamic Caller ID](#)
- [E911 Admin](#)
- [Feature Codes](#)
- [Find me, Follow me](#)
- [HIPAA Compliance Policy](#)
- [Holiday Schedules and Office Hours Strategy](#)
- [Intercom](#)
- [Paging](#)
- [Ring Groups](#)
- [Secure Real-Time Transport Protocol \(SRTP\)](#)
- [Setup or Change Hold Music](#)
- [Streaming Hold Music](#)
- [Virtual Receptionist](#)

- Voicemail
- Voice Recording Vendors
- What Is VoIP?

Hardware

- Cisco SPA122
- Headsets
- Networking
- Soft Phones
- VoIP Phones
- Warranty Replacements

Tools & Downloads

- How To - Use SoftPerfect Netscan

Troubleshooting

- How To - Find MAC or IP Address on Phones
- How To - Optimize Networks for VoIP
- How To - Report Service Interruption
- How To - Resolve Missing Voicemail Emails - Outlook
- How To - Statically Assign NTP Server (Portal)
- How To - Troubleshoot Voicemail Light Indicator
- How To - Verify 2.0 Config Files
- How To - Verify If The Audian Portal Is Down
- How To - Verify Phone Registration
- How To - View Call Logs
- Phone Troubleshooting
- Troubleshoot - Date/Time wrong for call history
- Troubleshoot - Voicemail Button not working