

# TELEPHONE USER GUIDE

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To make an outside call dial “9.” Internal calls dial the extension number.

## **Transfer:**

1. Press “transfer” button
2. Dial number (you can announce the call privately)
3. Press “transfer” again

## **Conference:**

1. Press “conference” button
2. Dial number of next party. (you can talk privately)
3. Press “conference” again (all parties are now connected)
4. Repeat above to add additional parties

## **Auto Hold:**

Unless original call is disconnected prior to another call appearance, the system will put original call on hold.

## **Speed Dial:**

To program speed dial on your phone:

1. Press “menu” twice- “arrow” right once-Prog A “arrow right” once-DSS-Choose “Used” or “Dial” (for outside number)-enter number-(Don’t forget the “9” for outside numbers)-press button you wish to assign it to.

## **Last Number Dialed:**

1. Press “redial” button
2. Choose number in display

## **Hold:**

Put a call on hold at your station, can only be retrieved at same station.

Press “hold”

## **Do Not Disturb:**

Press “DND” button. All calls will be re-directed to voice mail.

## **Call Forwarding:**

Your calls can be forwarded to another extension or an external number either when you are away from your desk (when it’s on DND), or when your extension is busy (on Call Appearance Keys) and all calls (for example: when you go on holiday).

1. To set number to which your calls are “forwarded”, dial \*07\*extension number #.
2. To switch forward “all station calls”, \*01, to switch it off dial \*02.
3. To switch forward on “busy”, dial \*03, to switch it off, dial \*04.
4. To switch forward on “no answer”, \*05, to switch it off, dial \*06.

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## Setting up Mailbox for First Time

1. Dial \*17
2. Dial Extension and #
3. Press # (for password)
4. You will be instructed to **Please enter a new password and # sign**
5. Passwords must be at least 4 digits, they cannot be the same 4 digits (ie 1111), they cannot be a series of digits (1234)
6. You will be instructed to **Re-enter password and # sign**
7. You will be instructed to **As you use IP Office your name will be used in system announcements... Press 1 and at the tone, record your name**, after recording, **Press 1 again**
8. You will be instructed to **Press 1 to re-record or press # to approve.**

## To Record Greeting for First Time

1. Callers will hear your greeting when answered by your voice mail. Sample greeting: Hello, you have reached John Smith. I am unavailable to take your call at this time. Please leave your name, telephone number and a message and I will return your call as soon as possible.
2. Press 3 at the main menu to administer greetings
3. Press 1 to create greeting
4. Press 1 for greeting number
5. Record at the tone
6. Press # to approve when finished recording
7. Press 1 to use this greeting for all calls. **IMPORTANT:** Listen for the phrase "Greeting 1 active for all calls"
8. Hang-up
9. To re-record greeting press 3-1-1-1 at main menu.

## To Check Voice Mail

1. Dial \*17
2. Off Campus dial \*7
3. Dial EXTENSION AND #--- IF at your desk, only press #
4. Enter Password and # sign

## Activity Menu

1. Record and send messages
2. Get messages
3. Administer personal greetings
4. Personal options
5. Quick scan messages

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## **Record and Send Messages (press 1 at main menu)**

1. Press 1 to record
2. Press 1 to end recording
3. Press # to approve or \*3 to re-record
4. Enter extension # of person message is for and press #
5. Enter additional extensions, pressing # after each one
6. Press # when done adding extensions to send message

## **Get Messages (Press 2 at main menu)**

1. Listen to header
2. Press 0 to skip header and listen to message
3. Press 2 to start
4. Press 3 to pause on/off
5. Press 5 to rewind 5 seconds
6. Press # to skip and save (turns message light on)
7. Press 6 to advance
8. Press \*3 to delete
9. Press \*\*8 to undelete
10. Press \*\*4 to skip and listen later (turns message light on)

## **Administer Personal Greetings (Press 3 at main menu)**

1. To re-record 1st greeting press 3-1-1-1 at main menu
2. Press 0 to listen to greetings
3. Press 1 to create, change or delete a greeting
4. Press 2 to scan greetings
5. Press 3 to activate greeting

## **Personal Options (Press 5 at main menu)**

1. Press 4 to change password
2. Press 5 to record name

## **Quick Scan Message (Press 7 at main menu)**

1. Press 1 to scan headers and messages
2. Press 2 to scan headers only
3. Press 3 to scan message only

**General** - Use the following after logging into your mailbox. Callers leaving a message in the mailbox can press # after completing their message, rather than hanging up. They will then hear a number of further options.

1. Press \*8 to transfer to an extension
2. Press \*\*6 for name directory
3. Press \*\*7 to re-login to your own internal mailbox
4. Press \*\*9 to hang-up