

NEW VOICEMAIL AND TELEPHONE FEATURES

YOUR VOICEMAIL NEEDS TO BE INITIALIZED!!!

VOICEMAIL

TO INITIALIZE YOUR VOICEMAIL

- ◇ Dial extension 2500, when voicemail prompt start press the asterisk (*) key.
- ◇ Enter your 4 digit mailbox number (this is your extension number).

Your 'initial' password is your extension number then press pound sign (#).

“You have a voicemail, if the light bar on the top of your phone and the **MESSAGE ENVELOPE** key is flashing.”

ACCESSING YOUR VOICEMAIL BOX AFTER THE INITIALIZATION

- ◇ Dial extension 2500
- ◇ Press the * key
- ◇ Enter your mailbox number then your passcode and press the # key or simply wait to be prompted.

TO RETRIEVE VOICEMAIL FROM ANY PHONE ON-SITE

- ◇ Dial extension 2500
- ◇ When the greeting starts, press the asterisk key (*)
- ◇ Follow the instructions to get to your mailbox (enter your mailbox number then passcode)

ACCESSING YOUR VOICEMAIL FROM OUTSIDE THE OFFICE

Call the main line, transfer to your extension . When you hear your greeting, press the * key, enter your mailbox number then your passcode and press # key.

SAMPLE VOICEMAIL GREETINGS

MAILBOX GREETING

This greeting will be played when a call is transferred directly to your mailbox. Also, if a caller has entered your extension number from an auto-attendant or dialed your direct number and no one answered the call.

“Hello, this is (first and last name). I am unavailable at this time, please leave a brief message, your name and telephone number and I will return your call as soon as possible. Thank you!”

Button	Action
 (Up)	Provides volume control.
 (Down)	Scrolls through feature options.
 (Speaker)	Activates Hands-free Mode. Activates features.
 (Mute)	Mutes the microphone during a call.
 (Directory)	Activates the contact and feature Directory.
 (Special/Infinity)	Activates features while on a call. The (Special/Infinity) key does not cancel features. To cancel features, press the Star button (*).
 (Redial)	Calls the last external number dialed. You cannot redial internal numbers.
 (Hold)	Places the current call on hold. Left/Backspace when entering Dial keypad characters.
 (Transfer)	Transfers the current call. Right/Forward when entering Dial keypad characters.
 (Message)	Connects to voice mailbox and notifies when you have messages. Toggles between Alpha Mode and Numeric Mode when entering Dial keypad characters.

TO TRANSFER A CALL: While the caller is on the line press the **TRANSFER** key. Enter their 4 digit extension number and either announce the call or simply hang up. To return to the caller and not transfer the call, do not hang up, simply press the flashing line key.

TO REDIAL A TELEPHONE NUMBER: Lift handset or handset down, press the **REDIAL** key. The system will automatically choose a line.

TO PLACE A CALLER ON HOLD: While on the call simply press the **HOLD** key (the red button). To retrieve the caller, press the flashing **CALL** key. After a caller has been on hold for 60 seconds the call will re-ring your telephone.

CONFERENCE CALLS: With the first party on the telephone press the **CNF** key (the caller will automatically be placed on hold). Access a second line and call the second party to be added or an internal extension number then press the **CNF** key (repeat this step to add one more caller, the maximum callers that can be on a conference call is yourself and 3 others). Press the **CNF** key twice to link all callers. The display screen will confirm that the conference call has been successfully created "**CNF IN PROGRESS**" will appear on the display screen. To place a conference call on hold, press the **HOLD** key. To return to the conference call press the **CNF** key once.

HANGING VOLUME LEVELS: This telephone has **5 different volume levels** (ringer, handset, headset, background music and external speaker). To change these volume levels, your telephone must be in that active state. Use the up arrow and down arrow to adjust and press the volume arrows simultaneously to save.

TO SELECT A RING TONE: With the handset in the cradle, press the **infinity** key and enter **398** (the tones are 1-9 or 0 for ringer off). Once you have selected a tone press the **#** key to save.

TO RECORD YOUR PERSONAL GREETING:

- ◇ Dial extension 2500 and press *, enter your mailbox number and passcode then press #.
- ◇ Press 4 for "personal options"
- ◇ Press 1 for "personal greeting"
- ◇ Press 1 for "primary greeting"
- ◇ Press 3 to record and # to stop recording and # to save
- ◇ Make sure you "**ACCEPT**" the greeting after it is recorded.

LISTENING TO YOUR NEW AND SAVED VOICE MAIL MESSAGES

- ◇ Dial 2500, enter your mailbox number followed by your passcode then press # OR press the "MESSAGE ENVELOPE" key for new messages and follow the prompt.
 - ◇ Press 1 to listen to your new messages. While you are listening to a message, you can use the following options:
 - ◇ Press # to skip to the end of the recording
 - ◇ Press 1 to back up (3 seconds)
 - ◇ Press 2 to pause (press any key to continue)
 - ◇ Press 3 to skip ahead (3 seconds)
 - ◇ Press 4 to lower the volume

- ◇ Press 5 to play the message envelope
 - ◇ Press 6 to raise the volume
 - ◇ Press 7 to save the new message in your mailbox
 - ◇ Press 9 to delete the message from your mailbox
- ◇ When the message has finished playing, you have the following options:
- ◇ Press 1 to replay the message from the beginning
 - ◇ Press 2 to reply to the message
 - ◇ Press 3 to forward a copy of the message to another subscriber
 - ◇ Press 4 to listen to the previous message
 - ◇ Press 5 to play the introductory message envelope
 - ◇ Press 6 to listen to the next message
 - ◇ Press 7 to save the new message in your mailbox
 - ◇ Press 9 to delete the message from your mailbox

SENDING VOICE MAIL MESSAGES

- ◇ Access your mailbox as described previously
- ◇ Press 2
- ◇ Dial the mailbox number where you want to leave the message

- ◇ Press # to accept the subscriber's name
- ◇ Record your message after the tone
- ◇ When finished, hang up or press # and listen for more options

FORWARDING VOICEMAIL TO AN EXTENSION

- ◇ Access your mailbox as described previously
- ◇ Listen to you voicemail
- ◇ Press 3 to forward voicemail
- ◇ Enter the extension number where the voicemail will be forwarded then press pound sign (#)
- ◇ Press pound sign (#) again to confirm

New Telephone Keys and Basic Telephone Features

TO PLACE AN INTERNAL CALL: Lift the handset or simply dial the 4 digit extension number (the telephone will automatically go into a hands-free mode).

TO PLACE AN EXTERNAL CALL: Press the **CALL** key, then dial the telephone number.

TO ANSWER A CALL: Lift the handset and begin speaking (if no one is there press the flashing call key to connect with the caller).

TO ANSWER ANOTHER RINGING PHONE OR PICK-UP A CALL HOLDING AT ANOTHER TELEPHONE: Lift the handset and press the **INFINITY** key, press the number **4** then enter the 4 digit extension of the phone that is ringing or where the call is holding.