

Voice Mail

Access the Voice Mail System

There are several ways to access your voice mailbox:

- Tap Messages from Home View, and tap Message Center and follow the prompts.
- From outside, call your telephone number. When your voice mail answers, press the * key (the system will ask you for your password).

At the main menu, press 1 to access the voice messaging system. At the voice mail main menu, you may perform the following functions:

- Press 1 to **listen to messages**.
- Press 2 to **change busy greeting**.
- Press 3 to **change no answer greeting**.
- Press 4 to **change the extended away greeting**.
- Press 5 to **send a new message**.
- Press 7 to **delete a message**.
- Press 8 to **modify message deposit settings**.
- Press * to **access the Voice Portal main menu**.
- Press # to **repeat menu options**.

Play Messages

- At the main menu, press 1 to access the voice messaging system.

When in the play messages menu, you may perform the following functions:

- Press # to **save the message**.
- Press 7 to **delete the message**.
- Press 2 to **play or repeat message**; skip message envelope.
- Press 4 to **play previous message**.
- Press 5 to **play message envelope**.
- Press 6 to **play next message**.
- Press 8 to **initiate call back to sender**.
- Press 1 to **reply to the message**.
- Press 3 to **forward the message**.

- Press 9 to **hear additional options**.
Sub-Options:
Press 1 to **reply to the message**.
Press 2 to **forward the message**.

- Press * to **return to the previous menu**.

At any time during the playback of message, you may perform the following functions:

- Press 1 to **skip backward 3 seconds**.
- Press 2 to **pause playback**.
- Press 3 to **skip forward 3 seconds**.
- Press 4 to **skip to beginning of the message**.
- Press 6 to **skip to end of the message**.

Greetings

You have the option of recording three different personal greetings or you may keep the system greeting which will inform a caller that you are "unavailable". Each of these greetings will play depending on the status of your telephone (no answer, busy or in extended away mode).

To Record Greetings

At the main menu press 2 to record your **Busy** greeting, 3 to record your **No Answer** greeting or 4 to record your **Extended Away** greeting.

To Review Your Greetings

When in either the Busy or No Answer Greeting menu, you may do the following:

- Press 1 to **record** your new greeting.
- Press 2 to **listen** to current greeting.
- Press 3 to **revert** to system default.

To Record Your Name

- When in the Voice Portal main menu, press 3 to **record your name**.

Password

- When in the Voice Portal main menu, press 8 to change your **Password**.

Forward All Calls to Voicemail

- Tap the **Do Not Disturb** button on your telephone.



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There are several options available to perform phone functions. These options depend on your current view (phone, home, line, call, active call). Check your phone display for your extension.

About Calls

- Only one call can be active at one time.
- If you navigate away from your call(s), press the **Home button** (Ⓜ) to to see Active Call or Calls view again.
- For calls outside your company or user group, you will need to dial the ten-digit number you wish to call (ex. 703 555 1234).

Placing a Call

- Pick up the handset, or press the **Speaker button** (🔊) or the **Headset button** (🎧). Enter the phone number, and press **Send**.

Note: A helpful hint on making an outbound call would be to put in the number first, and then hit **Send** or pick up the handset, like you would on a cell phone. This will give you the option to backspace if you mistyped the number or will not time out while entering a number.

Answering Calls

- Press the (📞) or press **Answer**, pick up the handset, or press the (📞).

Answering a Second Call

- To answer a new call while on an active call, press **Answer**. The current call will be held..

To reconnect with the first call, press the up or down arrow to highlight the original call and then press the **Resume** soft key.

Ending a Call

- To end an active call, replace the handset, press (📞), or press (📞). Or, press **End Call**.

Place a Call on Hold

- From Calls view, press **Hold** or the **Hold button** (🔇). Remember to highlight the call first.
- To resume a held call, press (🔇) again or **Resume**.

Announced Call Transfer

- From Calls view press **Transfer** or the **Transfer button** (📞) and call the other party. After you talk with the other party, press **Transfer** again.

Note: To stop an In-Progress Transfer (or if the other party isn't at their desk), press **Cancel**. This will reconnect you to the first party and disconnect your call with the second party.

Blind Transfer

- While on a call, press **Transfer** + the **Blind** softkey to complete a transfer without waiting for the ring back tone.

Send Calls to Voicemail

To enable or disable ringing, press **DND** from Home or Lines view. When Do Not Disturb is enabled, the DND icon (🔇) displays in the status bar and beside the appropriate Line key.

Note: You will not be able to select DND while on an active call. Instead, you must press **Silence**. Silence will end the ringing on your phone but the caller will still hear the normal number of rings before ending at your voicemail.

Forwarding Calls

- To enable call forwarding, press **Forward** from Home or Lines view. Select the forwarding type to enable, enter a forwarding number, and press **Enable**.
- To disable call forwarding, press **Forward** from Home or Lines view, select the forwarding type to disable, and press **Disable**.

Note: Call Forward may be unavailable on phones with a Shared Line Appearance.

Placing Conference Calls

Call the first party, and after the call connects, press **More** and select **Confrcn**. Then, dial and connect with the second party. Press **Confrcn** to join all parties.

Placing Conference Calls (con't)

From Lines or Calls View, you can:

- Press **Hold** to hold all participants (the other parties can talk to each other).
- Press **End Call** to end the conference.
- To stop a new conference call participant from joining (after you have pressed Conference and called them), press **Cancel**. This will reconnect you to the other Conference Call participant(s) and disconnect your call to the new party.

Favorites

Favorites are contacts you call most often. A smaller number of Favorites displays in Lines view.

- To view your Favorites list**—From Home view, press (📞) and select **Directories > Favorites**.
- To make a contact a Favorite**—Navigate to your Contact Directory and select the contact. Press **Info**, press **More**, and select **Add to Favorites**. Press **Yes** to confirm.
- To dial a Favorite**—Press the Favorite from Home or Lines view, or from your Favorites list.

Contact Directory

- To view your Directory**—Select **Directories** from Home view. Press **Contact Directory** on the Directory screen.
- To add a contact**—Navigate to your Contact Directory and press **Add**. Enter any necessary information, and press **Save**.
- To update contact information**—Navigate to your Contact Directory and select the contact. Press **Info**, press **Edit**, update the information, and press **Save**.

Phone Controls

Muting the Microphone

During a call, press the **Mute button** (🔇) so other parties can't hear you. To disable Mute, press (🔇) again.

Using Do Not Disturb

To enable or disable ringing, press **DND** from Home or Lines view. When Do Not Disturb is enabled, the DND icon (🔇) displays in the status bar and beside the appropriate Line key.

Adjusting Volume

To change call volume, press (🔊) during a call. To change the ringer volume, press (🔊) when the phone is idle or ringing.

Updating Ringtones

To change the incoming call ringtone, select **Settings** from Home view, and press **Basic > Ring Type**. Select the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press **Edit**, update the contact's Ring Type, and press **Save**.

Phone Views

Your phone has four main Views: Home, Calls, Active Call, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls or Active Call view.

To change Views:

- For Home View, press (📞).
- Press (📞) to alternate between Home and Lines View.