

## Voice Mail

### Access the Voice Mail System

There are several ways to access your voice mailbox:

- Tap the Messages icon from Lines View (your default view) or Home View by selecting the "Home Key" and tapping Messages then tapping Messages Center and following 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 to sender**.
- 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 the Touchscreen

Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left. To go back to a previous screen, tap **Back**.

### Basic Call Features

- Internal calls can be dialed using the extension.
- 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 tap the **green phone icon** (📞).
- From Lines View: Tap the phone Line, enter the phone number, and tap 📞.
- From Home View: Tap New Call, enter the phone number, and tap 📞.

### Answering Calls

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

### Answering a Second Call

- To answer a new call while on an active call, tap **Answer**. The current call will be placed on hold.

To reconnect with the first call, in Calls View, tap the original call and then tap the **Resume** soft key.

### Ending a Call

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

### Place a Call on Hold

- From Lines, Calls, or Active Call View, tap **Hold**. If you're in Calls View, remember to highlight the call first by tapping the line.
- To resume a held call, tap **Resume** from either Lines or Calls View.

### Announced Call Transfer

- From Lines, Calls, or Active Call View, tap **Transfer**, and call the other party. When you hear the ringback sound, or after you talk with the other party, tap **Transfer**.

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

- From Lines, Calls, or Active Call View, tap **Transfer**, followed by **Blind** (top of the display) and call the other party. Press 📞 to complete the transfer.

### Send Calls to Voice Mail

To send all calls to voice mail or disable ringing, tap the **DND** softkey. You will know that your phone is in Do Not Disturb mode when the **DND phone icon** (📞) is displayed in Lines View or 📞 is displayed in Home View.

### Forwarding Calls

- To enable call forwarding, tap **Settings** from Home View, and tap **Features > Forward**. Tap the forwarding type to enable, type a forwarding number, and tap **Enable**.
- To disable call forwarding, tap **Settings** from Home View, and tap **Features > Forward**. Tap the forwarding type to disable, and tap **Disable**.
- To enable per-call forwarding: As your phone rings, tap **Forward**, enter the forwarding number, and tap **Forward**.

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

### Placing Conference Calls

Call the first party. From Lines, Calls, or Active Call View, tap **Confmc**. Dial and connect with the other party, and tap **Confmc**.

From Lines or Calls View, you can:

- Tap **Hold** to hold the conference.
- Tap **End Call** to end the conference.
- Tap **Split** to end the conference and hold all participants.
- If you have an active and held call, tap **Join** to set up a conference.

### Favorites

Favorites are contacts you call most often. Favorites display in your Favorites list and Lines view. They also display when you tap the phone line in Home View.

- To view your Favorites list.** Tap the Call History icon (top of display), and tap Favorites.
- To make a contact a Favorite.** Navigate to your Contact Directory (**Home Key > Directories**) and tap the contact. Tap **Add to Favorites**, and tap **Yes** to confirm.
- To dial a Favorite.** Tap the Favorite from Lines view or your Favorites list.
- To reorder your Favorites list.** Update the contact's Favorite Index number in the Contact Directory.

### Viewing Recent Calls

- To view your Recent Calls list, tap the **Call History** icon (top of display), and tap **Recent**.
- From the Recent Calls list, tap the **Filter icon** (📞) to display certain types of calls, tap the **Sort icon** (📞) to sort and order calls or tap a call record to call the person.

### Phone Controls

#### Muting the Microphone

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

#### 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, tap **Settings** from Home View, then tap **Basic > Ring Type**. Tap the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and tap the contact. Tap the **Edit icon** (📞), update the contact's ring type, and tap **Save**.

#### Phone Views

Your phone has four main Views: Home, Calls, Active Call, and Lines View (the default).

To change Views:

- For Home View, press the Home Key button (📞).
- From Home view, press 📞 to display either Lines, Calls, or Active Call View.
- Tap Hold to hold the conference.