

## Voice Mail

### Gaining Access to Your Voice Mail



1. On the **Voice Mail** tool, click the **My voice mail** button.
2. If prompted, click your passcode.
  - You can also type **6** followed by your extension in the **Dial** dialog box to gain access to Voice Mail.

### The Voice Mail Prompts

After gaining access to Voice Mail, an announcement tells you how many new and old Voice Mail messages you have. The voice prompt you hear leads you through the other Voice Mail features.



- Click **1** to listen to your new messages. After listening to new messages, you can listen to old or saved messages.



- Click **2** to gain access to the **Setup Options** menu.



- Click **7** to send or forward a Voice Mail message to one or more extensions.



- Click **\*** to exit your Voice Mail, and then click the **Disconnect** button to disconnect the line. You must click the **Disconnect** button each time you exit your Voice Mail.

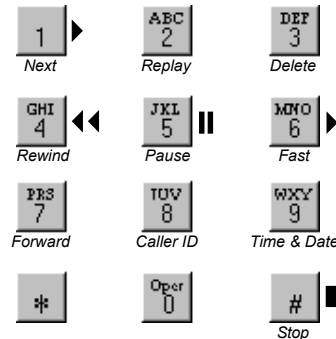


## Voice Mail

### Listening to a Voice Mail Message



1. On the **Voice Mail** tool, click the **My voice mail** button, and then click your passcode if prompted.
2. Click **1** to listen to a message.
  - Click **1** to play the next message.
  - Click **2** to replay the message.
  - Click **3** to delete the message.
  - Click **4** to rewind the message 5 seconds.
  - Click **5** to pause the message 20 seconds.
  - Click **6** to fast forward the message 5 seconds.
  - Click **7** to forward the message to another Voice Mail extension.
  - Click **8** to hear Caller ID.
  - Click **9** to hear the date and time of the message.



### Setting Up Voice Mail Features



1. On the **Voice Mail** tool, click the **My voice mail** button, and then click your passcode if prompted.
2. Click **2** to gain access to the **Setup Options** menu.
  - Click **1** to record a new greeting. Click **#** to stop.
  - Click **2** to play back your recording.
  - Click **3** to create or change your passcode.
  - Click **4** to turn on or off time and date notation.
  - Click **5** to turn on or off Caller ID.
  - Click **6** to change the playback order.
  - Click **7** to set up Voice Mail Notification.
  - Click **8** to set up Dial by Name options.
  - Click **\*** to exit the **Setup Options** menu.

## Basic Operation

### Making a Call



1. In the **Calls** window, click the **Dial** button.
2. In the **Dial** dialog box, type the extension number or telephone number. If you are calling an outside phone number you must type a **9** at the beginning of the number.



3. Click **Dial**.

### Disconnecting a Call



1. In the **Calls** window, click the **Disconnect** button in the **Calls** list.

### Answering a Call



1. In the **Calls** window, click the **Internal Call** or **External Call** button in the **Calls** list.



- The call graphic changes to show that the call is connected.



### Redialing a Number



1. In the **Calls** window, click the **Redial** button.
2. In the **Redial** dialog box, select a number from a list of earlier calls by clicking it once.



3. Click **Redial**.

## Basic Operation

### Placing a Call on Hold



1. In the **Calls** window, click the **Call** button in the **Calls** list. The connected call graphic changes to an hourglass. Or



1. Click the **Hold** button to place a call on hold.

### Transferring a Call



1. In the **Calls** window, click the **Transfer** button.
2. In the **Transfer** dialog box, type the extension.



3. Click **Transfer**. You can announce the transfer when the person answers, or complete the transfer without an announcement.



4. Click the **Complete Transfer** button (this is the same button as the **Transfer** button).

### Transferring a Call to Voice Mail



1. In the **Calls** window, click the **Transfer to VM** button.
2. In the **Transfer to Voice Mail** dialog box, type the extension of the Voice Mail to which you want to transfer the call.



3. Click **Transfer**.

### Transferring a Call to Your Voice Mail

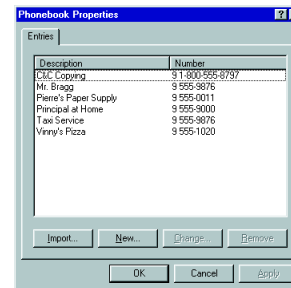


1. In the **Calls** window, click the **Transfer to my VM** button.

## Phonebook

### Adding Numbers to the Phonebook

1. On the Connect main screen, click the **Phonebook** tab.
  2. Right-click in the **Phonebook** tab, and then click **Properties**.
- The **Phonebook Properties** dialog box appears. You have four options: Import, New, Change and Remove.



3. Click **New**.
- The **Phonebook Item** dialog box appears. Type a name or description and the phone number, and then click **OK**.

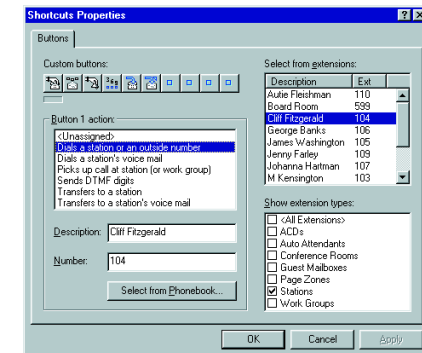
### Changing Existing Numbers in the Phonebook

1. On the Connect main screen, click the **Phonebook** tab.
  2. In the **Phonebook** tab, right-click the number you want to change, and then click **Change Item**.
- Type in the new information, and then click **OK**.

## Shortcuts

### Customizing the Shortcuts Tab

1. On the Connect main screen, click the **Shortcuts** tab.
  2. Right-click in the **Shortcuts** tab, and then click **Properties**.
- The **Shortcuts Properties** dialog box appears.
3. Click a button the **Custom buttons** row, and then select the action for the button in the **Button action** list.



- You can customize 10 buttons from the options listed in the **Shortcuts Properties** dialog box.
- Repeat Step 3 to customize additional buttons.