

## Voice Mail

### Gaining Access to Your Voice Mail

- VOICE MAIL
- Lift handset, and then press the VOICE MAIL Feature button.
  - If prompted, dial your passcode.
    - You can also press **6** followed by your extension to gain access to your Voice Mail from your phone or any other phone in the system.

### 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 prompts you hear at this point lead you through the other Voice Mail features.

- Press **1** to listen to your new messages. After listening to new messages, you can listen to old or saved messages.
- Press **2** to gain access to the **Setup Options** menu.
- Press **7** to send or forward a Voice Mail message to one or more extensions.
- Press **\*** to exit your Voice Mail or hang up.

## Voice Mail

### Listening to a Voice Mail Message

- VOICE MAIL
- Lift handset, and then press the VOICE MAIL Feature button.
  - Press **1** to listen to a message.
    - Press **1** to play the next message.
    - Press **2** to replay the message.
    - Press **3** to delete the message.
    - Press **4** to rewind the message 5 seconds.
    - Press **5** to pause the message 20 seconds.
    - Press **6** to fast forward the message 5 seconds.
    - Press **7** to forward the message to another Voice Mail extension.
    - Press **8** to hear Caller ID.
    - Press **9** to hear the date and time of message.

### Setting Up Voice Mail Features

- VOICE MAIL
- Lift handset, and then press the VOICE MAIL Feature button.
  - Press **2** to gain access to the Setup Options menu.
    - Press **1** to record a new greeting. Press **#** to stop.
    - Press **2** to play back your recording.
    - Press **3** to create or change your passcode.
    - Press **4** to turn on or off the time and date notation.
    - Press **5** to turn on or off Caller ID.
    - Press **6** to change the playback order.
    - Press **7** to set up Voice Mail Notification.
    - Press **8** to set up Dial by Name options.
    - Press **\*** to exit the **Setup Options** menu.

## Basic Operation

### Making an Internal Call

- Lift the handset, or press the SPEAKER button.
- Dial the extension you want to call.

### Making an External Call

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- Lift the handset, or press the SPEAKER button.
  - Press **9** for an external line.
  - Dial the phone number.

### Answering a Call

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- Lift the handset, or press the SPEAKER button.
    - Press the **A** Feature button to display the Caller ID information.

### Answering Multiple Calls

If you are using LINE 1 when another call comes in, a two-beep call waiting tone sounds.

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- Press the LINE 2 button once to preview the call.
  - Press the LINE 2 button a second time to answer the call and place the first call on hold.

### Transferring a Call

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- With a call on the line, press the TRANSFER Feature button and listen for the tone.
  - Dial the extension to which you want to transfer the call.
  - Hang up to complete the transfer.

### Placing a Call On Hold

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- Press the HOLD Feature button once to place a call on hold.
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- Press the LINE 1 button to take the call off hold.

## Feature Buttons

### Customizing a Feature Button

1. Lift handset, and then dial **7801** to gain access to the Feature button programmer main menu.
2. Press **2**, when prompted, to customize a Feature button.
3. Press the Feature button you want to customize.
4. Type the two-digit feature code. Refer to the “Feature Buttons & Access Codes” list.
5. Press **\*** to return to the Feature button programmer main menu, or hang up.



**Note** To set a Feature button back to the default feature, dial **04**.

### Customizing an Extension View Button

By customizing a Line Appearance button as an Extension View button, you can view the status of a specific extension, or transfer calls to that extension.

1. Lift handset, and then dial **7801**.
2. Press **2** to customize a Feature button.
3. Press the Extension View button (A, B, or C) that you want to customize.
4. Dial the extension you want to view.
5. Press **\*** to return to the Feature button programmer main menu, or hang up.



## Feature Buttons & Access Codes

Feature	Access Code
ACD Log Off .....	17
ACD Log On With Specific Code .....	19
ACD Wrap-up Cancel .....	42
Blind Hold .....	26
Blind Transfer to Specific Extension .....	05
Blind Transfer to Voice Mail .....	40
Call Waiting On/Off .....	06
Centrex Flash .....	75
Conference .....	44
Do Not Disturb On/Off .....	08
Forward Cancel .....	09
Forward From .....	10
Forward From a Specific Extension .....	11+Extension
Forward To .....	12
Forward To a Specific Extension .....	13+Extension
Handsfree On/Off .....	14
Music Over Speaker .....	39
Page All .....	77
Page Over Specific Zone .....	25+Zone Number
Page Over Zone .....	24
Park .....	27
Park Retrieve .....	28
Pick Up Extension .....	01
Pick Up Group .....	03
Pick Up Specific Extension .....	02+Extension
Relay 1 .....	29
Speed Dial .....	38
Station Status .....	16
System Speed Dial .....	33
System Speed Dial with Specific Code or Number .....	34+Code
Transfer .....	35
Transfer to a Specific Extension .....	36+Extension

## Speed Dials and Conferencing

### Customizing Personal Speed Dials

1. Lift handset, and then dial **7801** to gain access to the Feature button programmer main menu.
2. Press **3**, when prompted to gain access to the Personal Speed Dial menu.
3. Press **2** to customize a Personal Speed Dial.
4. Press a keypad number (0–9) to which you want to assign a Personal Speed Dial.
5. Dial the phone number, and then press **#**. Dial 1+ the number if it is long distance. Do not dial 9.
6. Press **\*** to return to the Personal Speed Dial menu.



### Setting Up a Conference



The CONFERENCE Feature button enables you to create a conference call between three people without using a Conference Room.



1. Make or answer the first call on LINE 1, and then place the call on hold.
2. Make or answer a second call to another person using LINE 2.
4. Press the CONFERENCE Feature button.
  - Both calls are placed on hold, and the LINE 1 and LINE 2 button status lamps blink.
5. Press the LINE 1 button.
  - All three parties are now connected, and callers hear a three-beep entrance tone.

**Note** If the person who initiates the conference hangs up, the conference is terminated.