



VoIP QuickStart Guide

Set up your voicemail

Setting up your voicemail box ensures that callers can leave you a voice message when you're not available.

When you get your new voicemail box, sign in and create a pin and record your greeting. You can record a custom greeting for your voicemail or use the default greeting ("the person at extension NNN is not available...").

A personalized greeting lets you give additional information to your callers and encourage them to leave you a message.

To set up your voicemail:

1. Dial *98 on your company phone or push the Voicemail or Messages.

Voicemail or Messages might be a button, an option on the touch screen, or a soft key next to the LCD screen.

2. If prompted for your mailbox number, enter your extension, and then press #.

3. Follow the voice prompts to set up your voicemail pin:

- **Enter your new pin (minimum of 4 digits) on the number keypad and press #.**
- **Enter the new pin again to confirm it, and then press #.**

4. Follow the prompts to record your new greeting:

- **At the tone, say your new greeting. Press any key when done or just stop talking.**
- **Press 1 to save the recording, press 2 to listen to the recording, press 3 to re-record your greeting.**

5.. Once saved, you receive a confirmation that your voicemail box is set up.

Check your voicemail

If someone leaves you a message, you can access your voicemail messages from your email or your phone.

When you receive a new voicemail, the phone plays an alert, the power LED indicator flashes red, a message icon displays in the status bar, and a message displays on the screen with the number of voicemails you have.

Check messages on your phone

To listen to messages:

1. Dial *98 on your company phone or select Voicemail or Messages.

Voicemail or Messages might be a button, an option on the touch screen, or a soft key next to the LCD screen.

2. If prompted for your voicemail box, enter your extension, and then press #.
3. If prompted for your voicemail pin, enter your pin, and then press #.
4. Press 1 to play the first new message.
5. When finished listening to the message (or while it is playing), select what you want to do. Press:
 - 7 to delete the message and go to the next voicemail
 - 1 to save it
 - 2 to replay it
 - 3 to forward it to someone else
6. When finished listening to your messages, hang up.

The message waiting indicators on your phone are dismissed.

Check messages remotely

If you aren't at your own desk, you can pick up your voicemail from another phone. Either:

- Call your company phone number, and during the voicemail greeting press *.
- From a co-worker's phone, dial *97 and then enter your mailbox number.

Check messages through email

With voicemail to email, you can listen to your messages anywhere you can access email - from a mobile phone, tablet, or computer. When you receive a new message, the system sends an email with an audio file (MP3 or WAV) containing the voicemail message. Just open the email and click the attached file to listen to the message.

You cannot delete a voicemail message via email.

Place a call

You can easily place calls inside and outside your company. You don't need to dial 9 to reach an outside line, and you don't have to dial 1 for long distance calls.

VoIP phone calls travel across the Internet (and not copper wires the way old landline calls do), so there isn't a difference between a local (nearby) area code and a long distance one. If you are calling within the US and Canada, just dial the 10-digit phone number.

To place a:

- Call within your company, dial the extension.
- Call within the United States or Canada, dial the area code + phone number.
- International call, dial 011 + country code + area code + phone number.
- Then press #send or call.

Place a call on hold

You can place an active call on hold and resume the call when you are ready. When you place a call on hold, your company hold music or message plays to the waiting party.

To place a call on hold:

- On your phone, select Hold.

Hold might be a button or a soft key by the LCD screen.

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The LCD screen indicates that the call is on hold. While a call is on hold, the phone ignores your handset or headset and plays a beep using the speakerphone by default. The speakerphone key also lights up for 1 second along with the beep to remind you that you still have a call on hold.

To resume a held call:

- On your phone, select Hold again, the corresponding line key, or Resume.

These might be buttons or soft keys by the LCD screen.

- If multiple calls are on hold, select the desired call first.

Switch between calls

You can switch between your currently active call and an incoming call or call on hold at any time. When you are in an active call and an incoming call arrives on the phone, the call waiting tone beeps and the incoming call information is displayed.

For two calls, press Swap by the LCD screen to switch between them. The second call is placed on hold, and the first call becomes active again.

For more than two calls, use the arrow keys to move between calls and locate the call you want to resume. Press Resume.

If your phone is set up for multiple lines, you can also press the line key for a call on hold and press Resume.

Transfer a call

There are two types of phone transfer: blind and attended (consultative). Use a blind transfer to save time or an attended transfer to speak to the person receiving the call transfer prior to transferring the call.

To transfer a call:

1. On your phone, select Transfer during a call.

Transfer might be a button or a soft key by the LCD screen.

2. Complete one of the following:

- Dial a number.
- Select a contact from the placed call list instead of entering a number.
- Select a contact using speed dial.
- Select Directory and select the desired contact.

3. To perform the transfer, press:

- B Transfer to instantly transfer the call or send and then Transfer before the person answers to complete a blind transfer.
- Transfer after the person answers the call to finish an attended transfer.
- **Transfer** directly to Voice Mail...dial * before the extension number then press transfer

To cancel a transfer in progress:

On your phone, press Cancel or the X key. The call is not transferred, and you can press Resume to return the call on hold to being the active call.

Start a conference call

You can add another person to your current call to initiate a conference call.

To add another person to your call:

1. While on a call, by the LCD screen, press Conference or Conf.
2. Select a second person to add to the conference; you can:
 - Direct dial the other person's number
 - Select someone from your recent calls or directory
3. When the new person answers the call, press Conference or Conf again.

All call participants are added to the conference call.

To merge a currently active call and a call on hold:

1. While on a call, by the LCD screen, press Conference or Conf.
2. Use the arrow keys to locate the call on hold to add.
3. Press Send or Select.

All call participants are added to the conference call. If you have multiple calls on hold, the other calls on the line remain on hold.

Silence incoming calls

You can turn on Do Not Disturb (DND) mode on your phone to prevent your phone from ringing and reject all incoming calls automatically. All calls you receive in DND mode are logged in your phone's call list or history and the incoming caller still has the option to leave a voicemail.

To activate/deactivate DND mode:

On your phone, select DND. DND might be a button, an option on the touch screen, or a soft key by the LCD screen. The DND icon appears in the status bar when activated.