M6™ Communication Applications Server
SoftPhone User Guide

Provides operating procedures for the M6 SoftPhone
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About the SoftPhone

This guide describes how to install and use all of the features on your SoftPhone that are provided by the telephone system.

In this section:

✓ “System Requirements” on page 2
✓ “SoftPhone Installation” on page 2
✓ “SoftPhone Uninstall” on page 5
✓ “Starting the SoftPhone” on page 5
✓ “Configuring the SoftPhone” on page 6
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✓ “Options Menu” on page 14
✓ “Other Login Detected” on page 15
✓ “Download Manager” on page 16
System Requirements

The application will run on any PC with the following configuration:

- Windows XP with Service Pack 2 or Windows 2000 Operating System
- 1.6 GHz processor or better
- 256 MB of RAM minimum
- Windows .NET Framework 2.0
- Disk space required:
  - 5 MB for the application;
  - 20 MB for .NET

To use the video capability on your SoftPhone requires the following configuration:

- A video camera installed on your PC
- The service provider must enable the video feature for your phone
- Under Options > Configuration > Video, the Enable Video checkbox must be checked.
- The source or destination for the call must also have video capability

If you do not have a video camera configured, or the SoftPhone cannot communicate with the camera, when you try to use the camera, you will see a red error message in the SoftPhone display, as shown in Figure 1.

Figure 1: No Video Source Error Message

SoftPhone Installation

Your service provider may have provided instructions on how to download and install your SoftPhone. If so, please follow the service provider’s instructions to acquire the SoftPhone installation program.

Once you have the installation executable, use the following procedure to install the SoftPhone.
1. Run the SoftPhone executable by double-clicking on the file.
2. The SoftPhone requires Windows .NET Framework 2.0 or greater. If it has not been installed on your machine, you will see the following prompt:

   ![SoftPhone Setup Prompt]
   
   This setup requires the .NET Framework version 2.0.50727. Please install the .NET Framework and run this setup again. The .NET Framework can be obtained from the web. Would you like to do this now?

   - Yes
   - No

3. Click Yes which will take you to a Microsoft web site. On this site under “.NET Framework 2.0 Redistributable Package”, click the Download x86 version link.

---

**SDKs, Redistributables & Service Packs**

Stay up-to-date with these downloadable service packs, updates, samples, and related components for the .NET Framework.

---

**You do not have the .NET Framework 2.0 installed on this computer. Please follow the links below to find the redistributable or SDK appropriate for your hardware.**

---

**Order the .NET Framework on DVD**

Need the .NET Framework on DVD? We’ll be shipping the Framework to customers in the US on DVD (International customers must contact their local Microsoft subsidiary.) You can order the disks today.

---

**.NET Framework Version 2.0 Redistributable Package**

Download the most recent update to the Microsoft .NET Framework and get everything you need to run applications developed using the .NET Framework.

- Download x86 version
- Download x64 version
- Download IA64 version

---

**.NET Framework Version 2.0 Software Development Kit**

This SDK includes everything you need to write, build, test, and deploy .NET Framework applications—documentation, samples, and command-line tools and compilers. You must install the .NET Framework version 2.0 Redistributable Package prior to installing the SDK.

- Download x86 version
- Download x64 version
4. You will be prompted to either run or save the downloaded file. Select **Run**.

![File Download - Security Warning](image)

5. When the installation is complete, you will see a reminder to update your system with the latest service packs. Click **Finish**.

6. After downloading .NET 2.0 (if it was needed), double-click on the SoftPhone installation executable again and follow the prompts to install the application.

7. On the Select Installation Folder screen, you must choose whether the SoftPhone will be available for:
   - **Everyone** – any user on this machine can run and use the SoftPhone
• **Just me** – only the user that installed the SoftPhone can run it.

8. When the installation is complete, start the SoftPhone application and follow the prompts to configure it, as described in “Configuring the SoftPhone” on page 6.

**SoftPhone Uninstall**

To remove the SoftPhone from your PC:

1. Click on **Start > Control Panel**.
2. Click on **Add or Remove Programs**.
3. Scroll down and select **SoftPhone** and click **Remove**.

**Starting the SoftPhone**

Your service provider will provide instructions as to how you can download, install and configure your SoftPhone. Once you have the program installed on your computer, you can run the SoftPhone by:

• clicking **Start > All Programs > SoftPhone**, or
• double-clicking on the SoftPhone desktop icon.

Configuring the SoftPhone

When you first install or start the SoftPhone on a new PC, you will be presented with a Configuration dialog. The following procedure describes the steps to configure the SoftPhone.

1. Initially, the General screen is presented. You must enter your phone number and phone password.

2. If desired, click any of the Preferences buttons:
   a. **Launch with Windows** – when checked, automatically starts the SoftPhone when you log into Windows.
   b. **Task Bar Notification on Ring** – when checked, causes a New Call Disposition Pop-up to appear when there is an incoming call. See “Answer Using the New Call Pop-up” on page 23. If this is unchecked, and **Popup on Ring** is unchecked, then you must double-click on the SoftPhone icon in the System Tray and click the Answer button, or press Control-A to answer the call.
   c. Click Save.
3. If you have not set the network information, then the next screen that is presented is the *Network* configuration screen.

![Configuration Screen]

4. Set the fields as follows:

   a. **Address** – Server IP address provided by your service provider.
   
   b. **Address2** – Optional backup server IP address. Only enter this value if instructed to by your service provider.
   
   c. **Keep-Alive** – The interval, in seconds between keep-alive requests. The default is 30 seconds and this should not be set higher than 60 seconds.
   
   d. **SIP Port** – The value of the network SIP port on the Call Agent. This value must match the value set on the Call Agent server. Only change this value if instructed to do so by your service provider.
   
   e. **Phone SIP Port** – The local SIP port for the SoftPhone. Only change this value if instructed to do so by your service provider.
   
   f. **Upgrade Server** – Server IP address where the SoftPhone will check for updates. This address should also be provided by your service provider.
   
   g. **Use SSL** – Check this box to use a secure server link (https) to the Call Agent.
h. **Adapter** – Specify the network adapter that the SoftPhone should use for communication. The default *Use Windows preferred adapter* will work in most situations. A different value may need to be specified if there are multiple network cards in the computer and the proper one is not being used.

i. **Connection type** – Specify the type of Internet connection. The SoftPhone may use this value to make optimizations for the selected type of Internet connection.

j. **RTP Ports** – Specify the available network port values that can be used for audio communication during a phone call. The default allows the SoftPhone to randomly select free port values between 5004 and 65535. If a more specific range is required due to firewall or other network requirements, then a **Custom** range can be specified. Enter in a range of port values that the SoftPhone can be used. It is required that a minimum of 2 values be available for each phone call. Therefore, a minimum range of 8 port values is generally required.

k. Click **Save** when done.

5. You may optionally select the **Audio** button and configure the sound devices that you will be using with the SoftPhone.

![Configuration window](image)
a. **Record (Input)** – specify the Audio Input device that will be used for SoftPhone communication. Default is the Windows default Recording device. Specify a different value if another input device should be used.

b. **Play (Output)** – specify the Audio Output device that will be used for SoftPhone communication. Default is the Windows default Play device. Specify a different value if another output device should be used.

c. **Sound devices** – specify the type of audio device used for SoftPhone communication. The SoftPhone may use this value to make performance improvements.

d. **Use Noise Reductor** – enables or disables the Noise Reductor. If enabled, the ambient noise captured by the microphone as well as the noise introduced by audio cards may be reduced. This may provide better voice quality.

e. **Ring PC Speaker** – check this box to cause the SoftPhone to ring through the PC speaker. If you are using a headset but you are not currently wearing it, this allows you to still hear the SoftPhone ringing.

f. Click **Save** when done.

6. You may optionally select the **Video** button and configure the video function of the SoftPhone.
NOTE: Your service provider must enable the video capability on your SoftPhone in order for you to have video service.

a. **Enable Video** – when checked, enables video functionality on your SoftPhone.

b. **Video Devices** – allows selection of the video camera to be used by the SoftPhone.

c. **Video Format** – allows selection of a video format. The QCIF Low Resolution format is recommended for the smoothest, non-jerky video. For higher bandwidth systems, the CIF High Resolution format may be the best choice.

d. **Default Frame Rate** – allows selection of the frame rate (number of video frames per second). The best results have been seen when it is set to 5 frames per second.

e. **Answer Call with Video** – three radio buttons allow configuration of how a video call will be answered:
   - **Never answer a call with video** – restricts the SoftPhone from answering a call with video.
   - **Always answer a call with video** – configures the SoftPhone to answer all calls with video.
   - **Ask before answering each call** – (Default) configures the SoftPhone to pop up a New Call dialog that allows you to choose how to answer the call.

f. **Make Call with Video** – three radio buttons allow configuration of how you can initiate a video call:
   - **Never make a call with video** – restricts the SoftPhone from making a call with video.
   - **Always make a call with video** – configures the SoftPhone to make all calls with video.
   - **Ask before making each call** – (Default) configures the SoftPhone to pop up menu when you click on the Dial button that allows you to choose how to make the call.

g. Click **Save** when done.

### Exiting the SoftPhone

To terminate the SoftPhone application, you must right-click on the icon in the system tray and select **Exit SoftPhone** from the menu, as shown in Figure 2.
SoftPhone Description

The SoftPhone is a full-featured telephone that provides voice communication over an IP network. The phone functions much like a traditional analog phone, allowing you to place and receive telephone calls. The phone also supports features such as video calling, call forwarding, redialing, transferring calls, conference calls, and access to voice mail. The SoftPhone has several key components, which are shown in Figure 3.
Figure 3: SoftPhone Features

SoftPhone Features Table

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<tr>
<th>Features</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Call Panel</td>
<td>Shows the active call information, including the phone number and the duration of the call.</td>
</tr>
<tr>
<td>Ctrl-1 = Line 1</td>
<td>If it is a conference call, the panel shows the participant names, their phone numbers and the duration of the call.</td>
</tr>
<tr>
<td>Ctrl-2 = Line 2</td>
<td></td>
</tr>
<tr>
<td>Ctrl-3 = Line 3</td>
<td></td>
</tr>
<tr>
<td>Ctrl-4 = Line 4</td>
<td></td>
</tr>
</tbody>
</table>

Green: Active call
Amber: Incoming Call
Red: On Hold
<table>
<thead>
<tr>
<th>Features</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Answer/Dial</strong></td>
<td>• Answers an incoming call. You can also press <strong>Ctrl-A</strong> to answer without video, <strong>Alt-A</strong> to answer with video, or <strong>Ctrl-&lt;n&gt;</strong> where <code>&lt;n&gt;</code> is the line number to pick up the incoming call.</td>
</tr>
<tr>
<td><strong>Ctrl-A</strong> = Ans</td>
<td></td>
</tr>
<tr>
<td><strong>Alt-A</strong> = Ans/Vid</td>
<td></td>
</tr>
<tr>
<td><strong>Ctrl-M</strong> = Dial</td>
<td>• Dials the number that has been entered in the Dial Box. You can also make a new call by pressing <strong>Ctrl-M</strong>.</td>
</tr>
<tr>
<td><strong>Ctrl-1</strong> = Line 1</td>
<td></td>
</tr>
<tr>
<td><strong>Ctrl-2</strong> = Line 2</td>
<td></td>
</tr>
<tr>
<td><strong>Ctrl-3</strong> = Line 3</td>
<td></td>
</tr>
<tr>
<td><strong>Ctrl-4</strong> = Line 4</td>
<td></td>
</tr>
<tr>
<td><strong>Call Options</strong></td>
<td>Allows you to choose whether or not to start a video phone call by bringing up the Dial Number dialog.</td>
</tr>
<tr>
<td><strong>End Call</strong></td>
<td><strong>Ctrl-E</strong></td>
</tr>
<tr>
<td><strong>Redial</strong></td>
<td>Disconnects the currently active call.</td>
</tr>
<tr>
<td><strong>Blind Transfer</strong></td>
<td><strong>Ctrl-T</strong></td>
</tr>
<tr>
<td><strong>Hold/Resume</strong></td>
<td><strong>Ctrl-H</strong></td>
</tr>
<tr>
<td><strong>Features</strong></td>
<td><strong>Descriptions</strong></td>
</tr>
<tr>
<td><strong>Call History List</strong></td>
<td>Pop-up dialog that allows you to enter a number to transfer to, or you may select a number from the Call History List button on the pop-up.</td>
</tr>
<tr>
<td><strong>Hold/Resume</strong></td>
<td>Places an active call on hold, resumes a held call, or switches between an active call and a held call—depending on the line state.</td>
</tr>
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Options Menu

The Options menu on the SoftPhone provides several functions:

- **Configuration** – allows you to change the server IP addresses, set behavior preferences, and configure audio features. See “Configuring the SoftPhone” on page 6 for more detail.
- **Initialize Phone** – reinitializes the phone.
- **Calls List** – This tool provides a phonebook of the following categories of numbers:
  - **Contacts** – Allows you to add numbers that will be available when you click on the Redial button or in the Call History list when you click on Call Options ( ).

---

<table>
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<tr>
<th>Features</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do Not Disturb</td>
<td>Blocks all incoming calls and sends them to your Do Not Disturb destination (typically your voice mail). You may use the Webportal to change your Do Not Disturb destination.</td>
</tr>
<tr>
<td>Mute</td>
<td>On an active call, this button disables outgoing audio. The other party will not be able to hear you.</td>
</tr>
<tr>
<td>Immediate Conference Ctrl-C</td>
<td>Pops up a dialog that allows you to enter a number to conference in to the active call. You may select a number from the Call History List button on the pop-up.</td>
</tr>
<tr>
<td>Voice Mail</td>
<td>Accesses the Voice Mail menu. This button appears red if there are new messages in your voice mailbox. If you hold the mouse over the Voice Mail button, a tooltip displays the number of new and old (already retrieved) messages. <strong>NOTE</strong>: If you accidentally press this button and enter the Voice Mail menu, hang up the phone to exit.</td>
</tr>
<tr>
<td>Show Keypad</td>
<td>By default, the Dial Pad is hidden. Click on the Show Keypad icon to display the keypad. Click on the numbered buttons or use the number keypad on your keyboard to display the number in the Dial Box.</td>
</tr>
<tr>
<td>Volume</td>
<td>Increases or decreases volume for the handset. Also controls the ringer volume (if on-hook).</td>
</tr>
<tr>
<td>Options Menu</td>
<td>Allows configuration and update of the SoftPhone.</td>
</tr>
<tr>
<td>Minimize</td>
<td>Minimizes the application to the Taskbar. Click on the icon in the Taskbar to display the SoftPhone.</td>
</tr>
<tr>
<td>Help</td>
<td>Pops up the online help window.</td>
</tr>
<tr>
<td>Exit</td>
<td>Exits the SoftPhone application.</td>
</tr>
</tbody>
</table>
• **Placed Calls** – the SoftPhone automatically populates this list with the numbers of all outgoing calls. You can edit these entries and add a name. These numbers will be available when you click on the Redial button or in the Call History list when you click on Call Options (i).

• **Received Calls** – the SoftPhone automatically populates this list with the caller ID and number of any incoming calls, but you can also delete or edit entries in the list here. These numbers will be available when you click on the Redial button or in the Call History list when you click on Call Options (i).

• **Call Reminders** – Allows you to enter reminders with a name, number, and number of minutes in the future when prompt will pop up and remind you to make the call.

• **Redirect Numbers** – Allows you to add numbers that can be used with the Call Disposition window to redirect incoming calls. This list is also populated by typing in a number in the text field next to the Redirect button on the Call Disposition pop-up window. See “Answering a Call without Video” on page 22.

• **Show Video Window** – If there is no active video call, the video window will show the local camera output. When there is an active video call, it brings the video window to the front.

• **Check for Updates** – launches the Download Manager that checks to see if a new version is available. See “Download Manager” on page 16 for more information.

• **About** – Shows the version of the SoftPhone application.

**Other Login Detected**

If you are running the SoftPhone on one PC and then you try to start the SoftPhone application on a different PC, you will see the following dialog on the first PC:

**Figure 4: Other Login Detected Dialog**

```
Warning

Other Login Detected

Another phone logon was detected at 172.18.30.28. This phone has been disconnected and will no longer accept any phone calls. To re-connect press the Login button.

Login     Close
```
The SoftPhone on the first PC will be disconnected automatically.

- Click **Login** to reconnect the SoftPhone on the first PC.
- Click **Close** to leave the SoftPhone disconnected. To restart the SoftPhone:
  - on the SoftPhone itself, click on **Options > Initialize Phone**, or
  - go to **Start > Programs > SoftPhone**, or
  - double-click on the SoftPhone desktop icon.

**Download Manager**

When the SoftPhone is configured with an Upgrade Server IP address (see “Configuring the SoftPhone” on page 6), then the application will periodically check for updates to the software.

You can also force the check for updates by clicking on **Options > Check for Updates**.

1. On the dialog presented, which is shown in Figure 5 on page 17, do the following:
   a. Enter the **Update Server IP Address** specified by your service provider.
   b. If you wish to be notified when there are minor-level updates to the application, check the **Notify on Minor Updates** checkbox.
   c. Check the **Use SSL** checkbox if your service provider instructs you to. This will be required if the provider is using a secure server to provide application updates.
   d. Click **Search** to search the server for updates.
1. The next dialog that pops up will notify you if an update is available.

**NOTE:** If it is a required update, you must download the new version in order for the SoftPhone to continue operating.

2. Click **Go to Download** to continue, or **Cancel** to keep the current version.
3. If the softphone application is still running, you will see the following prompt:

![Warning dialog]

The following are the possible results of clicking the available buttons:

- **Yes** - closes the SoftPhone application and goes to the web page where you can access the Download Manager.
- **No** - does not close the Softphone application, but still goes to the Download Manager web page.
- **Cancel** - does not close the SoftPhone application, and cancels the download operation.

4. If you selected **Yes** or **No** on the previous dialog, your web browser will pop up with a link to download the new version of the phone. Click on the **SoftPhone** link on the page.

5. Next, a dialog will appear asking if you want to run or save the file. Click **Run**.

![File Download - Security Warning]

While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. **What's the risk?**
6. The next dialog is about the publisher. Click Run again.

7. The software will download and the extraction process begins. Click Extract on the dialog.

8. Next, the InstallShield Wizard appears. Click Next to continue.

9. On the License Agreement window, click the radio button to accept the license agreement and then click Next.

10. Choose a destination folder for the SoftPhone, or just click Next.

11. A dialog appears showing the current download settings. Click Install.

12. A dialog will appear showing the progress of the download. When it is complete, if you chose earlier in the process to not close the SoftPhone application, then a dialog appears stating that the process cannot continue until you exit the SoftPhone application. Exit the SoftPhone application and then click Retry.

13. On the final dialog, click Finish to complete the download.
Basic Phone Operation

The following basic phone operations are described in this section:

✓ “Answering a Call without Video” on page 22
✓ “Answering a Call with Video” on page 22
✓ “Answer Using the New Call Pop-up” on page 23
✓ “Answering a Second Call” on page 24
✓ “Adjusting the Volume” on page 25
✓ “Hanging Up (End Call)” on page 25
✓ “Making a Call” on page 25
✓ “Making a Call with Video” on page 26
✓ “Holding a Call” on page 27
✓ “Redial” on page 28
Answering a Call without Video

When a call is incoming, you can answer in several ways:

- by clicking the **Answer/Dial** button
- by pressing **Ctrl-A**
- by clicking the yellow line button for the incoming call

Answering a Call with Video

If you have video capability on your SoftPhone, you can answer calls with video. See “System Requirements” on page 2 for information on enabling video.

On the SoftPhone, you can click on **Options > Configuration > Video** and you can configure your SoftPhone to:

- always answer with video, or
- never answer with video or
- ask before answering each call.

Depending on how you have this set, the ways you can answer a call with video are described in Table 1.

<table>
<thead>
<tr>
<th>Options &gt; Configuration &gt; Video Setting</th>
<th>Answer Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never answer call with video</td>
<td>• By clicking <strong>Answer with Video</strong> on the New Call Pop-up, if it is enabled.</td>
</tr>
</tbody>
</table>
| Always answer call with video           | • by clicking the **Answer/Dial** button  
• by pressing **Alt-A**  
• by clicking the yellow line button for the incoming call  
• By clicking **Answer with Video** on the New Call Pop-up, if video is enabled. |
Answer Using the New Call Pop-up

You can answer a call using the New Call pop-up (shown in Figure 6) that optionally appears when there is an incoming call. To enable the pop-up to appear when a call is incoming, check the “Task Bar Notification on Ring” check box on the Options > Configuration > General page. See “Configuring the SoftPhone” on page 6.

The New Call pop-up allows the following functions:

- **Answer** – answers the call with audio only and displays the SoftPhone.
- **Answer call with Video** – clicking this button will answer the incoming call with a video display. This button will only appear if:
  - you have video capability enabled by your service provider and
  - you have it enabled through the Options > Configuration > Video screen.
- **Send to Voice Mail** – sends the incoming call straight to voice mail.
- **Hold the call** – puts the incoming call on hold without answering it first. To resume the call, click on the red line button.

---

<table>
<thead>
<tr>
<th>Options &gt; Configuration &gt; Video Setting</th>
<th>Answer Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask before answering each call</td>
<td>• by clicking the <strong>Answer/Dial</strong> button and selecting <strong>Answer with Video</strong></td>
</tr>
<tr>
<td></td>
<td>• By clicking <strong>Answer with Video</strong> on the New Call Pop-up, if it is enabled. See “Answer Using the New Call Pop-up” on page 23.</td>
</tr>
</tbody>
</table>
• **Ignore the call** – sends the call to “virtual ring”; the SoftPhone will not answer the call, but the caller will hear the phone ring continuously until they finally hang up.

• **Call Later** – pops up a window that allows you to schedule a call-back reminder.

• **Redirect** – redirects the call to the number that you have typed into the text box next to the Redirect button, or to a number selected from the pull-down list. The Redirect Numbers list is populated by adding numbers under **Options > Calls List > Redirect Numbers**.

**Answering a Second Call**

If you are currently engaged in a call and a second call comes in, you can pick up the second call in the same way you answer any call:

• by clicking the **Answer/Dial** button or

• by pressing **Ctrl-A** to answer without video or **Alt-A** to answer with video

• by clicking the amber line button for the incoming call. The button will not be lit, but the caller ID of the incoming call will be shown in the display. Clicking the line button for the second call will put the first call on hold; or

• by using the the **New Call pop-up** that appears when there is an incoming call (if enabled). To choose whether the pop-up appears when a call is incoming, see “**Configuring the SoftPhone**” on page 6.

![Figure 7: New Call Pop-up for Second Call](image)

The New Call pop-up for a Second Call allows the following functions:

• **Answer** – answers the call with audio only and displays the SoftPhone. The currently active call will be put on hold automatically. To switch between calls, click the red line button for the other call. The current call is held and the first call resumes.
• **Answer call with Video** – Clicking this button will put the current call on hold and answer the incoming call with a video display. This button will only appear if:
  • you have video capability enabled by your service provider and
  • you have it enabled through the **Options > Configuration > Video** screen.
• **Send to Voice Mail** – sends the incoming call straight to voice mail.
• **Ignore the call** – lets the phone ring indefinitely until the caller hangs up.
• **Call Later** – Pops up a window that allows you to schedule a call-back reminder.
• **Redirect** – redirects the call to the number that you have typed into the text box next to the Redirect button, or to a number selected from the pull-down list. The Redirect Numbers list is populated by adding numbers under **Options > Calls List > Redirect Numbers**.

When you hang up, the current call is disconnected, but the other call will still be on hold. To resume the other call:

• click the red line button,
• or press **Control-<n>** where <n> is the line number.

### Adjusting the Volume

The volume control at the base of the SoftPhone allows you to adjust the volume of the ringer as well as the phone conversations.

• If you adjust the volume control during an active call, it adjusts the audio volume.
• If you adjust the volume control while the phone is ringing, it will adjust the ringer volume.

### Hanging Up (End Call)

There are several ways to end a call on the SoftPhone:

• click the **End Call** button or
• press **Ctrl-E**

### Making a Call

To make a call, you can either:

• enter the desired number in the text box using the computer numeric keypad or
• click the **Show Keypad** button to expand the SoftPhone keyboard on the right side of the SoftPhone and enter the number;

and then:

• press **Enter** or
• click the **Answer/Dial** button or
• press **Ctrl-M**.

You can also make a call using the System Tray Menu as follows:

1. Right-click on the SoftPhone icon ( ) in the System Tray.
2. Select the **Call** submenu.
3. Optionally select a line to use for the call by clicking on 1-Available, 2-Available, etc.
4. Select any of the phone numbers you have called previously or any from the **Received Calls** submenu.
5. On the **Dial Number** dialog that pops up, you can check the **Video Call** checkbox to place the call with video.
6. Click **Call** to dial the number.

### Making a Call with Video

If you have video capability on your SoftPhone, you can make calls with video. See “System Requirements” on page 2 for video requirements.

On the SoftPhone, you can click on **Options > Configuration > Video** and you can configure your SoftPhone to:

• never make calls with video or
• always make calls with video, or
• ask before making each call.

Depending on how you have this set, the ways you can make a call with video are described in Table 2.

<table>
<thead>
<tr>
<th><strong>Table 2: Making a Call With Video</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Options &gt; Configuration &gt; Video Setting</strong></td>
</tr>
<tr>
<td>Never make call with video</td>
</tr>
</tbody>
</table>
### Options > Configuration > Video Setting

<table>
<thead>
<tr>
<th>Calling Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Always make call with video</strong></td>
</tr>
</tbody>
</table>
| • After entering a phone number to call, then:  
  – click the Answer/Dial button or  
  – press Ctrl-M or  
  – click the Call Options button (☐) and click Call. |
| • By clicking Redial and selecting a previously dialed number or a received call. |
| • Right-clicking the SoftPhone icon ✉ in the System Tray and selecting a number from the Call submenu. |
| **Ask before making each call** |
| • After entering a phone number to call, click the Answer/Dial button and select Call with Video |
| • By clicking Redial and selecting a previously dialed number or a received call. This will bring up the Dial Number dialog (shown in Figure 8) where you would click the Video Call checkbox, then click Call. |
| • Right-clicking the SoftPhone icon ✉ in the System Tray and selecting a number from the Call submenu. This will bring up the Dial Number dialog where you can click Video Call and then click Call to dial. |

### Figure 8: Dial Number Dialog

![Dial Number Dialog]

### Holding a Call

1. To put a call on hold, press the Hold button 📞 or press Ctrl-H.
2. To resume the call:
   • click the Hold button, or
   • press Ctrl-H, or
   • click the red line button.
Redial

You can redial any number that you have called before or any number of a received call.

You can redial a number in one of two ways:

- Press the Redial button and select the desired number from the drop-down menu, or
- Type *07 in the text box and press Enter or the dial button to redial the last number.

The number is dialed instantly and you may speak with the called party.

If you have selected “Always make call with video” on the Options > Configuration > Video screen, then the call will be made with video automatically.

If you have checked “Ask before making each call” on the Video Configuration screen, then the Call Options dialog (shown in Figure 8) will appear. You can then choose to make the call with video or not.
System Telephone Features

This chapter contains an alphabetical summary of all features that may be provided on your telephone. You will only be able to use those features that have been configured on to your telephone by the system administrator.

**NOTE:** The features on your phone are set by the service provider. It is possible that some system features are not provided for your phone. If you do not have a feature listed in this chapter and would like to have it on your phone, contact your service provider for help.

**In this section:**

- “Feature Activation Digit” on page 31
- “Abbreviated Dial” on page 31
- “Anonymous Call Rejection” on page 33
- “Authorization Code Calling” on page 33
- “Blind Transfer” on page 33
- “Broadcast Paging” on page 34
- “Billing Codes” on page 35
- “Call Block (Selective Call Rejection)” on page 35
- “Call Forward (All Calls)” on page 38
- “Call Forward (Busy)” on page 39
- “Call Forward (No Answer)” on page 41
- “Call Forward (Out of Service)” on page 43
- “Call Pickup” on page 44
- “Group Call Pickup” on page 44
- “Call Return” on page 45
- “Call Trace” on page 45
- “Caller ID Block” on page 45
- “Call Waiting” on page 45
- “Call Waiting with Caller ID” on page 47
- “Call Waiting/Caller ID Manager” on page 47
- “Conference” on page 48
- “Do Not Disturb” on page 49
- “Group Speed Dial” on page 49
- “Hold” on page 50
✓ “Hold-on Queuing” on page 50
✓ “Hunt Groups” on page 50
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✓ “Meet-Me Conference” on page 51
✓ “MultiCall Park” on page 59
✓ “Music on Hold” on page 60
✓ “Mute” on page 60
✓ “Permanent Caller ID Block Release” on page 61
✓ “Priority Call” on page 61
✓ “Privacy Guard” on page 64
✓ “Remote Access to Call Forwarding” on page 68
✓ “Remote Phone” on page 69
✓ “Using Remote Phone Features” on page 72
✓ “Star Codes” on page 75
✓ “Transfer” on page 77
Feature Activation Digit

Some features require you to dial an activating digit followed by a numeric code (example: 588). The default value for this activating digit is 5 and it is used throughout this document. However, your system administrator may choose to use another digit for this function. In that case, substitute your activating digit for the default. Operation of all features will be exactly the same.

NOTE: The feature codes (“star codes”) listed in these procedures are the default values for your phone system at the time of installation. They may be changed by your service provider. Any list of feature codes given to you by your service provider should be used in place of the codes listed here.

Abbreviated Dial

This feature lets you create, modify, delete, verify and use a personal list of up to 100 Abbreviated Dial codes. Abbreviated Dial codes must be entered as two digits when programming and dialing (Example: enter 04 instead of 4).

Creating an Abbreviated Dial Code

1. Type 75* in the number field and press Enter or the dial button.
   
   A voice prompt will lead you through the remaining steps.

2. Press 1 to program (set) the Abbreviated Dial code.

3. Press the digits (00-99) you wish to use as the Abbreviated Dial code or enter * to exit.

4. Dial the phone number you want to assign to this Abbreviated Dial code, followed by #.
   
   The phone number you entered for this Abbreviated Dial number is repeated back.

NOTE: Be sure to enter all the numbers normally required to dial the call. This includes the area code for long distance calls and may include the area code for local calls in some areas.

5. Press # to save or * to exit without saving.

6. Program or verify another Abbreviated Dial code or hang up to exit.
   
   A voice prompt will lead you through the remaining steps.

7. Program or verify another Abbreviated Dial code or hang up to exit.
Using an Abbreviated Dial Code

1. Type *3 in the number field followed by the desired Abbreviated Dial code (00-99).
2. Press the dial button or press Enter.
3. Wait for the called party to answer.

Modifying an Abbreviated Dial Code

1. Type 75* in the number field and press Enter or the dial button.
   
   *A voice prompt will lead you through the remaining steps.*

2. Press 1 to program (set) the Abbreviated Dial code (00-99).
3. Press the digits of the Abbreviated Dial code to modify followed by # or press * to exit.
4. Dial the phone number you want to assign to this Abbreviated Dial code followed by the # sign, or press * to cancel.
   
   *The phone number you entered for this Abbreviated Dial number is repeated back.*

   **NOTE:** Be sure to enter all the numbers normally required to dial the call. This includes the area code for long distance calls and may include the area code for local calls in some areas.

5. Press # to save the changes or * to exit without saving.
6. Program or verify another Abbreviated Dial code or hang up to exit.

Deleting an Abbreviated Dial Code

1. Type 75* in the number field and press Enter or the dial button.
   
   *A voice prompt will lead you through the remaining steps.*

2. Press 1 to program (set) the Abbreviated Dial code (00-99).
3. Press the digits of the Abbreviated Dial code to delete followed by the # sign.
   
   *A confirmation message tells you: “No phone number was entered.”*

4. Press # to save the changes or * to exit without saving.
5. Program or verify another Abbreviated Dial code or hang up to exit.

Verifying an Abbreviated Dial Number

1. Type 75* in the number field and press Enter or the dial button.
2. Press 2 to verify (check) an Abbreviated Dial code (00-99).
3. Press the Abbreviated Dial code you wish to verify.
   *The phone number you entered for this Abbreviated Dial number is repeated back.*

4. Program or verify another Abbreviated Dial code or hang up to exit.

**Anonymous Call Rejection**

When enabled, this feature rejects calls from callers who block the display of their caller ID information.

**Enabling Anonymous Call Rejection**

1. Type *77 in the number field.
2. Press Enter or the dial button.
3. Hang up.

On any subsequent incoming call that provides no caller ID, the calling party gets a message that the party they are calling does not accept anonymous calls.

**Disabling Anonymous Call Rejection**

1. Type *87 in the number field.
2. Press Enter or the dial button.
3. Hang up.

**Authorization Code Calling**

This feature is available system-wide to allow/deny long distance and other types of dialing and does not appear as a button on your telephone.

If you are required to enter an authorization code for a call, enter `<outside access digit>##<auth code>`.

For example, if the outside access digit is 9, and the Authorization Code is 123, enter: 9#123 and click the Dial button or press Enter.

**Blind Transfer**

Use this feature to transfer a call to another number.

1. Tell the calling party you will transfer the call, then press the Blind Transfer button or press Ctrl-T.
2. The call is placed on hold and a dialog pops up allowing you to enter a number or you can click the call history list and select a number.

3. Click **Call** to dial the other phone. When the other phone picks up, the call is automatically transferred.

**Broadcast Paging**

This feature allows you to dial a preset number and make a broadcast page to other users within the same paging group. Your system administrator will tell you if you can make pages, who is in the paging group, and what the paging number is.

- No Call Screening, Forward to Voice Mail, Call Forwarding or Remote Phone treatments are applied to a broadcast page with the exception of Do Not Disturb. Depending on your system’s configuration, a broadcast page may or may not override Do Not Disturb.
- Only one person can dial the paging number at a time.
- Paging is “best effort” and as many recipients will be reached as possible. The page will not be cancelled or delayed by a single phone failure or lack of bandwidth. There is no warning that the page did not reach all intended recipients.
- If the paging call fails, a reorder (fast busy) tone is played. The paging call might fail for any of the following reasons:
  - You are not allowed to originate paging calls using the dialed number,
  - The paging group is busy,
  - All members are either busy, out of service, or in DnD mode (depends on system configuration).
- If a server swap occurs while a broadcast page is in progress, the following apply:
  - If the paging originator and members have displays on their phones, the displays will continue to show that they are connected to the paging group.
• If the paging originator or recipient is an SCCP device, the broadcast paging call is dropped. The source phone cannot continue to broadcast paging and destination phone will not hear the paging if it continues.
• If the paging originator or recipient is an MGCP device, the MGCP device can continue to broadcast paging and MGCP devices can hear the paging.
• If the paging originator or recipient is a SIP, paging may continue if the device supports the re-invite function and is able to change its sending and/or receiving port in the middle of streaming.

• Making a Broadcast Page
  1. Enter the paging number in the dial box and click the **Dial** key.
  2. Make your announcement after the tone.
  3. When you are done, hang up by pressing the **End Call** key.

**Receiving a Broadcast Page**

When you are receiving a broadcast page, a warning tone will play through the phone speaker to indicate a page is incoming. The paging warning tone will be followed by the broadcast announcement. You do not need to click on the answer button to listen to the page.

Your phone must be idle for a broadcast page to reach you. Broadcast pages may override Do Not Disturb, depending on your system’s configuration.

**Billing Codes**

This feature lets you assign a project or client code (up to 30 characters) to any call. The code entered is recorded in the Call Data Record (CDR) file for the call. Contact your system administrator to retrieve the billing records from the CDR file.

While in an active call, follow these steps:

1. Notify the other party that you need to put them on hold for a moment. Press the **Transfer** button.
2. Enter *02.
3. Enter the desired billing code followed by the pound sign (#). The call will resume.

**Call Block (Selective Call Rejection)**

Call Block (also known as Selective Call Rejection) allows you to program your phone to reject calls from a list of telephone numbers. All calls from phones on the list receive a message which says you are not accepting calls.
To use this feature (*60), you create a list of telephone numbers that receive the message when a call with that caller ID appears at your telephone.

Call Block is managed through a menu of commands activated by pressing digits on the keypad. The menu commands are:

- 1 - Enable/disable feature
- 2 - Add last caller to blocked list
- 3 - Add numbers to blocked list
- 4 - List numbers to blocked list
- 5 - Delete numbers from blocked list

**Enabling/Disabling Call Block**

The system allows you to turn the Call Block feature on and off (i.e., decide when calls from your list will be forwarded and when they will ring at your telephone as usual). Disabling (turning off) the feature does not delete your list of callers who are blocked.

1. Type *60 or *80 in the number field and press **Enter** or the dial button.
   
   A voice prompt tells you whether Call Block is enabled or disabled and then gives the menu choices.

2. Press 1 to enable Call Block if it is disabled or to disable the feature if it is enabled.

**Blocking Number of Last Call Received**

1. Type *60 or *80 in the number field and press **Enter** or the dial button.

   A voice prompt tells you whether Call Block is enabled or disabled and then gives the menu choices.

2. Press 2 to add the number of the last call you received to the blocked list.

   You are returned to the Selective Call Forward menu.

3. Select a menu item or hang up.

**NOTE:** Adding a number this way does not affect any numbers already on your list, but simply adds the most recent caller to your blocked list.

**Adding Numbers to Call Block List**

1. Type *60 or *80 in the number field and press **Enter** or the dial button.

   A voice prompt tells you whether Call Block is enabled or disabled and then gives the menu choices.
2. Press 3 to add telephone numbers to the list of numbers that will be blocked.
3. Enter the number with no spaces, dashes or special characters followed by the # key.
4. Press # to save the entry or * to exit without saving.
5. Select a menu item or hang up.

Listing Blocked Numbers

1. Type *60 or *80 in the number field and press Enter or the dial button.
   
   A voice prompt tells you whether Call Block is enabled or disabled and then gives the menu choices.

2. Press 4 to hear the list of numbers which will be blocked.
   
   The voice prompt announces the list and the first number.

3. Press # to hear the next number or press * to return to the Call Block menu.
   
   As long as you press # for the next number, the system will scroll through the list of member numbers, starting over with the first number after the last number is spoken.

4. Repeat the previous two steps until you have heard as many of the numbers as you want.

5. Press * to return to the Call Block menu when you are finished listening to member numbers.

Deleting Numbers from Call Block

1. Type *60 or *80 in the number field and press Enter or the dial button.
   
   A voice prompt tells you whether Call Block is enabled or disabled and then gives the menu choices.

2. Press 5 to delete telephone numbers from the list of numbers which will be blocked.

3. The voice prompt provides options for deleting members including:
   
   • Press 1 if you know the number to delete;
     (see Step 4)
   
   • Press 2 for a list of numbers;
     (see Step 8)
   
   • Press 3 to delete all numbers;
     (see Step 14)
   
   • Press * to return to the Call Block menu.

4. Press 1 to remove a specific number.
   
   • Enter the number to delete with no spaces, dashes or special characters followed by the # key.
The voice prompt repeats the number you just entered.

- Press # to save the entry (delete it from your list) or press * to cancel the entry.
- Select a menu item or hang up.

5. Press 2 to hear the list of numbers and have the option to delete them as you go through the list.

The voice prompt announces the list and the first number.

- Press # until you find the number you wish to delete.
- Press 1 to delete the number, # to hear the next number or * to return to the Call Block menu.

The number is deleted immediately and the next number in the list is announced.

- Repeat the previous two steps until you have found and deleted as many of the numbers as you want.
- Press * to return to the Call Block menu or hang up

6. Press 3 to immediately delete all member numbers.

The voice prompt announces that all phone numbers have been removed from the list and you are returned to the Call Block menu.

7. Select a menu item or hang up.

Call Forward (All Calls)

Call Forward (All Calls) allows you to forward all calls for your phone to the number you enter. Calls will not ring at your phone and will be sent to the number you entered as the forward destination. You can forward calls to an IP or non-IP phone.

The LCD display on your phone will show that your phone is forwarded.

NOTE: If you have set up particular phone number as an “Urgent Call” using Call Screening in Web Portal, then the call will not be forwarded. However, any calls coming in that the caller has marked Urgent will be forwarded.

Calls forwarded to an external number that are unanswered will roll over to voice mail (if available) at that number. Calls forwarded to an internal number that are unanswered will roll over to voice mail for the called party (not the forwarding destination).

External forwarding must be supported by your system for external numbers to be accepted. Be sure to include the access code for an outside line and the area code, if necessary, with the external number. Up to 20 digits may be entered.
Enabling Call Forward (All)

1. Type 72* in the number field and press Enter or the dial button.
   • If you do not have a previously configured forward number, you will be instructed to enter a forwarding number followed by #.
   • If you previously configured a forwarding number, you will be instructed to do one of the following:
     • Enter 1 to enable forwarding. Go to step 7.
     • Enter 2 to change the current forwarding number. Go to step 2.
2. Enter the number to which you want to forward all your calls followed by #. Be sure to enter the number exactly as you would if you were to call that number. Include the area code, if necessary.
3. A prompt asks you to confirm the forwarding number by entering # or re-enter the forwarding number by pressing *.
4. If you entered *, return to step 2 or hang up.
5. If you entered #, you are offered the option to verify the forwarding number.
   • Enter 1 to verify the number you entered.
   • Enter 2 to enable the number. Go to step 7.
6. If you entered 1, the forwarding number is dialed.
   • Call is answered by a person: Explain your call, have them hang up, and then enter # to enable the forwarding number or * to exit without enabling forwarding.
   • Call is not answered: Enter # to end the verification attempt. A prompt explains the call is not connected and asks you to enter # to enable the forwarding number or * to exit without enabling forwarding.
   • Answering machine or voice mail answers: Enter # to escape. A prompt explains the call is not connected and asks you to enter # to enable the forwarding number or * to exit without enabling forwarding.

Forwarding for all calls is enabled.

Disabling Call Forward (All)

1. Enter 73* in the number field.
2. Press Enter or the dial button.

Call forwarding (all) is disabled and the phone hangs up.

Call Forward (Busy)

Call Forward (Busy) allows you to forward calls arriving at your phone while it is busy to be forwarded to the number you enter. Calls will not ring at your phone and will be sent to the number entered as the forward destination.
NOTE: If you have set up particular phone number as an “Urgent Call” using Call Screening in Web Portal, then the call will not be forwarded. However, any calls coming in that the caller has marked Urgent will be forwarded.

Calls forwarded to an external number that are unanswered will roll over to voice mail (if available) at that number. Calls forwarded to an internal number that are unanswered will roll over to voice mail (if available) for the called party (not the forwarding destination).

External forwarding must be supported by your system for external numbers to be accepted. Be sure to include the access code for an outside line and the area code, if necessary, with the external number. Up to 20 digits may be entered.

Enabling Call Forward (Busy)

1. Type 76* in the number field and press Enter or the dial button.
   - If you do not have a previously configured forward number, you will be instructed to enter a forwarding number followed by #.
   - If you previously configured a forwarding number, you will be instructed to do one of the following:
     • Enter 1 to enable forwarding. Go to step 7.
     • Enter 2 to change the current forwarding number. Go to step 3.

2. Enter the number to which you want to forward all your calls when busy followed by #. Be sure to enter the number exactly as you would if you were to call that number. Include the area code, if necessary.

3. A prompt asks you to confirm the forwarding number by entering # or re-enter the forwarding number by entering *.
   
   If you entered an external number, but are not allowed to forward calls to external numbers, a prompt states the number is invalid and requests you enter a number.

4. If you entered *, return to step 3 or hang up.

5. If you entered #, you are offered the option to verify the forwarding number.
   • Enter 1 to verify the number you entered.
   • Enter 2 to enable the number. Go to step 7.

6. If you entered 1, the forwarding number is dialed.
   • Call is answered by a person: Explain your call, have them hang up, and then enter # to enable the forwarding number or * to exit without enabling forwarding.
   • Call is not answered: Prompt explains call not connected and asks you to enter # to enable the forwarding number or * to exit without enabling forwarding.
• **Answering machine or voice mail answers**: Enter # to escape, and then enter # to enable the forwarding number or * to exit without enabling forwarding.

*Call forward (busy) is enabled.*

*Calls forwarded to an off-net number that are unanswered will roll over to voice mail (if available) at the forwarded to destination. Calls that stay on-net and are unanswered will roll over to your voice mail (if available).*

**NOTE:** There is no message indicating that Call Forwarding (Busy) is enabled. The only way to check is to dial the number and see if the call is forwarded.

### Disabling Call Forward (Busy)

1. Type 77* in the number field.
2. Press Enter or the dial button.

*Call forward (busy) is disabled and the phone hangs up.*

### Call Forward (No Answer)

Call Forward (No Answer) allows you to forward calls that are unanswered at your phone (when the phone is not being used) to the number you enter.

**NOTE:** If you are on a call and another call comes to your phone, the phone is considered busy. If the second call is not answered, it will follow the Call Forward - Busy treatment.

Calls forwarded to an external number that are unanswered will roll over to voice mail (if available) at that number. Calls forwarded to an internal number that are unanswered will roll over to voice mail (if available) for the called party (not the forwarding destination).

External forwarding must be supported by your system for external numbers to be accepted. Be sure to include the access code for an outside line and the area code, if necessary, with the external number. Up to 20 digits may be entered.

### Enabling Call Forward (No Answer)

1. Type 78* in the number field and press Enter or the dial button.
   
   • If you do not have a previously configured forward number, you will be instructed to enter a forwarding number and enter #.
   
   • If you previously configured a forwarding number, you will be instructed to do one of the following:
     
     • Enter 1 to enable forwarding. Go to step 8.
- Enter **2** to change the current forwarding number. Go to step 2.

2. Enter the number to which you want to forward all your calls when *. Be sure to enter the number exactly as you would if you were to call that number. Include the area code, if necessary. The display shows the number as it is entered.

3. Enter # on the telephone keypad.

4. A prompt asks you to confirm the forwarding number by entering # or re-enter the forwarding number by entering *.

   *If you entered an external number, but are not allowed to forward calls to external numbers, a prompt states the number is invalid and requests you enter a number.*

5. If you entered *, return to step 2 or hang up.

6. If you entered #, you are offered the option to verify the forwarding number.
   - Enter **1** to verify the number you entered.
   - Enter **2** to enable the number. Go to step 8.

7. If you entered 1, the forwarding number is dialed.
   - **Call is answered by a person:** Explain your call, have them hang up, and then enter # to enable the forwarding number or * to exit without enabling forwarding.
   - **Call is not answered:** Prompt explains call not connected and asks you to enter # to enable the forwarding number or * to exit without enabling forwarding.
   - **Answering machine or voice mail answers:** Enter # to escape, and then enter # to enable the forwarding number or * to exit without enabling forwarding.

   *Call forward (no answer) is enabled.*

   *Calls forwarded to an off-net number that are unanswered will roll over to voice mail (if available) at the forwarded to destination. Calls that stay on-net and are unanswered will roll over to your voice mail (if available).*

**NOTE:** There is no message indicating that Call Forwarding (No Answer) is enabled. The only way to check is to dial the number and see if the call is forwarded.

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**Disabling Call Forward (No Answer)**

1. Type **79** in the number field.

2. Press **Enter** or the dial button.

   *Call forwarding (all) is disabled and the phone hangs up.*
Call Forward (Out of Service)

Call Forward (Out of Service) allows you to forward for your phone when it is out of service to the number you enter. Calls will not ring at your phone and will be sent to the number you entered as the forward destination. You can forward calls to an IP or non-IP phone.

Calls forwarded to an external number that are unanswered will roll over to voice mail (if available) at that number. Calls forwarded to an internal number that are unanswered will roll over to voice mail (if available) for the called party (not the forwarding destination).

External forwarding must be supported by your system for external numbers to be accepted. Be sure to include the access code for an outside line and the area code, if necessary, with the external number. Up to 20 digits may be entered.

Enabling Call Forward (Out of Service)

1. Type 70* in the number field and press Enter.
   • If you do not have a previously configured forward number, you will be instructed to enter a forwarding number followed by #.
   • If you previously configured a forwarding number, you will be instructed to do one of the following:
     • Enter 1 to enable forwarding. Go to step 8.
     • Enter 2 to change the current forwarding number. Go to step 2.

2. Enter the number to which you want to forward calls when your phone is out of service. Be sure to enter the number exactly as you would if you were to call that number. Include the area code, if necessary.

3. Enter # in the number field.

4. A prompt asks you to confirm the forwarding number by entering # or re-enter the forwarding number by entering *.
   
   *If you entered an external number, but are not allowed to forward calls to external numbers, a prompt states the number is invalid and requests you enter a number.*

5. If you entered *, return to step 3 or hang up.

6. If you entered #, you are offered the option to verify the forwarding number.
   • Press 1 to verify the number you entered.
   • Press 2 to enable the number. Go to step 8.

7. If you pressed 1, the forwarding number is dialed.
   • **Call is answered by a person:** Explain your call, have them hang up, and enter # to enable the forwarding number or * to exit without enabling forwarding.
• **Call is not answered**: Prompt explains call not connected and asks you to enter # to enable the forwarding number or * to exit without enabling forwarding.

• **Answering machine or voice mail answers**: Enter # to escape, and then enter # to enable the forwarding number or * to exit without enabling forwarding.

*Forwarding for out of service is enabled.*

**Disabling Call Forward (Out of Service)**

1. Enter 71* in the number field.

   *Call forward (out of service) is disabled and the phone hangs up.*

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**Call Pickup**

This feature lets you use one phone to answer another phone that is ringing. There are two types of Call Pickup:

- Directed Call Pickup – you can dial the specific phone number of a ringing phone in your same Directed Call Pickup Group and answer it;
- Group Call Pickup - you can pickup any phone you hear ringing that you know is in your Call Pickup Group.

**Directed Call Pickup**

Directed Call Pickup lets you dial the number of a specific phone and answer it from your phone when you hear the other phone ringing. The ringing phone and your phone must be members of the same Directed Call Pickup Group. Your system administrator should tell you if you are in a pickup group and who the members are.

1. Type *12 in the number field and press Enter.
2. Dial the ringing extension number to begin speaking with the caller.

**Group Call Pickup**

Group Call Pickup lets you answer any ringing phone that is in your Call Pickup Group. Both phones must be members of the same Call Pickup Group. Your system administrator should tell you if you are in a pickup group and who the members are.

1. Type *06 in the number field and press Enter.
2. Begin speaking with the caller.
Call Return

Using this feature dials the telephone number of the last incoming call. However, if the caller is shown as "Unknown", then Call Return will not work.

1. Type *69 in the number field and press Enter.
2. A voice prompt will repeat the last incoming number. You may press 1 to return the call or hang up.
3. If you entered 1, wait for the called party to answer.

Call Trace

Call Trace allows you to record the telephone number of an offending call, but must be performed immediately after the offending call is ended.

NOTE: The feature will not work if Call Waiting is triggered while you are receiving the offending call.

1. Hang up.
2. Type *57 in the number field and press Enter.

Your phone number and the caller ID of the offending caller is recorded in the phone system’s Call Data Record (CDR). Check with your service provider to retrieve the phone number of the traced call from the CDR. Note the time and date that you traced the call, as this will help the system administrator find the call in the CDR file.

Caller ID Block

This feature blocks the display of your phone number to the called party for this call only. Be aware that if the person you are calling does not accept anonymous calls, your call will be rejected since no Caller ID information is provided.

1. Type *67 in the number field and press Enter.
2. Dial the phone number that you do not want to show your Caller ID to.

Call Waiting

If your phone is configured with Call Waiting, you can answer an incoming call without disconnecting from the current call.

If a call comes in while you are on the phone, you will hear a single beep repeated approximately every ten seconds.
NOTE: If your phone is configured to be part of a Hunt Group, it will skip to the next phone in the hunt group before you will be able to pick up the second incoming call.

Answering the Second Call

If you are currently engaged in a call and a second call comes in, you can pick up the second call in the same way you answer any call:

• by clicking the Answer/Dial button or
• by pressing Ctrl-A to answer without video or Alt-A to answer with video
• by clicking the amber line button for the incoming call. The button will not be lit, but the caller ID of the incoming call will be shown in the display. Clicking the line button for the second call will put the first call on hold; or
• by using the the New Call pop-up that appears when there is an incoming call (if enabled). To choose whether the pop-up appears when a call is incoming, see “Configuring the SoftPhone” on page 6.

Figure 9: New Call Pop-up for Second Call

The New Call pop-up for a Second Call allows the following functions:

• **Answer** – answers the call with audio only and displays the SoftPhone. The currently active call will be put on hold automatically. To switch between calls, click the red line button for the other call. The current call is held and the first call resumes.

• **Answer call with Video** – Clicking this button will put the current call on hold and answer the incoming call with a video display. This button will only appear if:
  • you have video capability enabled by your service provider and
  • you have it enabled through the **Options > Configuration > Video** screen.
• **Send to Voice Mail** – sends the incoming call straight to voice mail.
• **Ignore the call** – lets the phone ring indefinitely until the caller hangs up.
• **Call Later** – Pops up a window that allows you to schedule a call-back reminder.
• **Redirect** – redirects the call to the number that you have typed into the text box next to the Redirect button, or to a number selected from the pull-down list. The Redirect Numbers list is populated by adding numbers under **Options > Calls List > Redirect Numbers**.

When you hang up, the current call is disconnected, but the other call will still be on hold. To resume the other call:

- click the red line button,
- or press **Control-<n>** where \(<n>\) is the line number.

**Switching Between Held Calls**

To switch between calls, press the line button of the call that you wish to pick up. The current call is automatically placed on hold and you are reconnected to the waiting call.

**Suspending Call Waiting**

You can suspend Call Waiting just for the next call by entering ***70** and then entering the number you wish to call. Any subsequent call coming in will go directly to your voice mail or other specified “busy” destination. Call Waiting will be enabled again when you disconnect from the call.

**Call Waiting with Caller ID**

If you have both the call waiting and caller ID capabilities, you can see the caller ID of a call waiting call on your telephone’s display.

**Call Waiting/Caller ID Manager**

While already on a phone call, this feature allows the user to view the Caller ID of a second incoming phone call and decide how the second call should be handled. The user has four options:

- Answer the new call and put the current on hold.
- Press 1 to send the call to voice mail.
- Press 2 to send a “Please Hold” announcement to the incoming caller.
- Press 3 to send a "Call Me Back" announcement to the incoming caller. After the announcement is played, the call is disconnected.
This feature must be turned on by your system administrator for you to have access to its functions.

**NOTE:** If you have a line-appearance of another phone on your phone, and a call comes in for the other line, you can only use the 2 - “Please Hold” feature to put the call on hold.

Pressing 1 or 3 for an incoming call for the other line-appearance will disconnect the caller from your phone, but the call will continue to ring on the other phone. The “Send to Voice Mail” and “Call Me Back” features are not available because the call may still be picked up on the phone that the line is assigned to as a prime line.

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## Conference

When in an active call, you can add in one other party to create a 3-way conference. Check with your system administrator for the availability of this feature on your system.

To create a conference call, follow these steps:

1. While you are engaged in a call, click the **Conference** button or press **Ctrl-C**.
2. A dialog will appear allowing you to enter the number to be conferenced in. If you have previously entered numbers into this window, you can pull down the call history list and select from the previously entered numbers.
3. Click **Call** to call the third party phone. When the person answers, they will automatically be conferenced in to the active call.

**NOTE:** If the conference server is unavailable for any reason or you have reached the limit for the number of conferees in a conference, the conference button may allow you to attempt to create a conference call or add more conferees even thought the conference cannot be completed. You will be able to place existing calls on hold and dial additional users by pressing the conference button, but the calls cannot be joined in conference since the conference server is unavailable.
Conference Call Tips

- Only 3 people can be conferenced into one call at a time.
- To place a conference call on hold, click the Hold button. The other parties can talk among themselves but they can't hear you.
- To transfer a conference call to another telephone, click the Transfer button. Enter the number to which you want to transfer the call. The conference will transfer to that phone, and you will no longer be on the call.

Do Not Disturb

Do Not Disturb instantly routes all your incoming calls to another destination (your voice mailbox, the main operator, your secretary, a co-worker, etc.), but still lets you make calls and use other telephone features. With Do Not Disturb enabled, the phone will not ring when a call comes in.

Tips for using Do Not Disturb

You can record a special voice mail greeting for callers to hear if your calls go to voice mail when you activate the Do Not Disturb feature. For more information, see the appropriate section titled “Voice Mail Features” for your system.

The Do Not Disturb destination where incoming calls are sent can be changed by your system administrator.

Enabling/Disabling Do Not Disturb

You can enable Do Not Disturb on the SoftPhone by either:

- clicking the DnD button, or
- entering a star code *04 to toggle Do Not Disturb on or off.

Group Speed Dial

This feature provides additional speed dialing capabilities beyond those provided by the Abbreviated Dial feature. With Group Speed Dialing, you have access to a common speed dial list of up to 1,000 entries managed by your service provider.

Group Speed Dial numbers are extension numbers that have been programmed to dial another number, usually an external number. Your service provider will provide you with a list of Group Speed Dial numbers and their destinations.
Hold

This feature lets you place a call on hold. While a call is holding, the holding party occupies the associated line.

1. During a conversation, press the Hold button or press Ctrl-H. Depending on your system configuration, the party may hear music, a recorded announcement, or silence while holding.

2. To resume the conversation, press the Hold button or press Ctrl-H.

For more details on handling two calls at once, see “Switching Between Held Calls” on page 47.

Hold-on Queuing

This feature allows you to wait for a busy outgoing line to become available.

When you try to make an external call and all outgoing lines are unavailable, you will hear a recorded announcement stating all trunks are busy. Your options are:

- Hold for a line to become available or
- Hang up. When a line becomes available, the system automatically redials the number for you and rings your phone.

Hunt Groups

The Hunt Group feature allows the system to distribute calls made to a specific "pilot" number or to any member of a defined group based on the specified hunting order. If you have a phone with a display, you will see either the caller ID for the call or the hunt group name, depending on how your hunt group is configured.

Your system administrator or manager should tell you if you are a member of a hunt group, who the other members are, and what should appear on your phone’s display, if you have a display.

Intercom

It is possible for other users on the same system to use an intercom feature to talk to you through your phone without first ringing your phone. Incoming Intercom calls are announced by a brief dial-tone.

You do not need to answer the call to speak to the caller.
Meet-Me Conference

If supported by your system, Meet-Me Conferencing provides the ability to schedule conference calls where the moderator (who has control of the conference) and other members call into the conference and are connected at the appropriate time to carry on the conference call.

Moderators can do any of the following:

- Schedule a conference
- Cancel a conference
- Modify a conference
- List all conferences

Check with your system administrator to find out if you are authorized to schedule Meet-Me Conferences. The default internal access number is 523 to schedule, but check with your system administrator if the default does not work for your system. If a direct inward dial (DID) number was created for outside access, you can dial in from an external telephone to schedule Meet-Me Conferences. Your system administrator can provide you with the external access number.

Anyone can join Meet-Me Conferences from both internal and external telephones by dialing the correct numbers and entering the required ID. The default internal access number is 522 to join, but your system may be different. Check with your system administrator for the internal access number you should use. If you need to join a Meet-Me Conference from outside the system, check with either the conference moderator (the person who set up the conference) or your system administrator to get the external access number for the Meet-Me Conference.

Meet-Me Conference Operations

The following sections describe the general operations that are available when you are joining or in an active conference call.

Joining a Meet-Me Conference

Joining a conference call is done by dialing the correct number and entering the Moderator or Guest ID. The system provides helpful prompts when dialing in too early or entering an incorrect ID. Only Moderators may extend a meet-me conference call.

1. Do one of the following:
   - If dialing internally, enter the Meet-Me Join number (default is 522) in the text box and press Enter or click the dial button.
   - If dialing from the outside, dial the conference access number.

2. Enter the ID of the conference you wish to join.
• If you are the moderator of the conference, enter the Moderator ID.
• If you are a guest, enter the Guest ID (provided by the moderator of the conference).

3. Press the # key.
• You will be prompted by the system:
  
  “Please record your name after the tone, press the # key when you are done.”

4. Record your name and press the # key within 5 seconds.

If you do not complete this step within 5 seconds, you will be connected to the conference without being identified. Within the 5 seconds, you may press the * key to cancel the current recording and start the recording over.

• Under normal operations, when you successfully enter the Guest or Moderator ID and are not too early, the system will play the following greetings to you:
  
  • If you are the first to join the conference:
    “Your conference call is active. You are the first caller to join this conference. Please wait for the next participant.”
  
  • If participants have already joined the conference:
    “You are now being connected to the conference”.
  
  • If you are within 5 minutes before the start of the conference call:
    “Your conference will start in a few minutes, please wait or call back later.”
  
  • When you join the conference, if you are the third (or later) conferee to join, the system will play your recorded name and the join tone to the moderator and the other conference participants.

**NOTE:** As participants leave the conference call, a “ding” sound will alert the moderator and all remaining participants that someone has left the conference call.

**Silencing Announcements**

You may not wish to hear the repeating announcements that “you are the first caller” or “the conference will start soon”. Dialing #2 will toggle the current announcement with silence.

To disable the announcement or revert to the announcement, press #2.
Silence will end under the following conditions:

<table>
<thead>
<tr>
<th>When...</th>
<th>And if...</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>You dial #2.</td>
<td>N/A</td>
<td>You hear the announcement that was playing at the time silence was started</td>
</tr>
<tr>
<td>The conference reservation state changes from Starts Soon to Active.</td>
<td>You are the only caller connected to the conference.</td>
<td>You hear the First Caller announcement.</td>
</tr>
<tr>
<td>The conference reservation state changes from Starts Soon to Active.</td>
<td>There are additional callers connected to the conference.</td>
<td>You are connected to the conference.</td>
</tr>
<tr>
<td>The conference reservation state changes from Active to Ends Soon.</td>
<td>You are the moderator and only caller connected to the conference.</td>
<td>You hear the Ends Soon announcement.</td>
</tr>
<tr>
<td>Another participant joins the conference.</td>
<td>You were listening to the First Caller announcement when silence was started.</td>
<td>You will be connected to the conference.</td>
</tr>
<tr>
<td>You are the moderator.</td>
<td>You perform any floor control operation.</td>
<td>You will be prompted with the appropriate announcement and connected to the appropriate announcement based on the conference state.</td>
</tr>
<tr>
<td>The Starts Soon announcement was playing when silence was started.</td>
<td>The moderator mutes or unmutes you.</td>
<td>You will hear the Starts Soon announcement.</td>
</tr>
<tr>
<td>The conference reservation state changes for some reason.</td>
<td>N/A</td>
<td>You will hear the Starts Soon, First Caller or Ends Soon announcement depending on the conference reservation state.</td>
</tr>
</tbody>
</table>

**Dialing In Too Early**

If you dial the Meet-Me Conferencing number more than five minutes prior to the scheduled conference call time, you will hear the following message and the system will then disconnect:

“Your conference is not scheduled to start until (time) on (day, date). Please call back at that time.”
Entering an Incorrect ID

If you enter the wrong Guest or Moderator ID, the system informs you the conference you wish to join could not be found and prompts you to press 1 to re-enter the conference ID or press the * key to end the call.

If you pressed 1, do the following:

1. Enter the ID of the conference you wish to join.
2. Press the # key.

Extending the Conference Duration

Five minutes prior to the scheduled end of the call, the system plays a message to the moderator that the conference will end in five minutes. Instructions are provided to the moderator on how to extend the conference call, if desired. Only the moderator can extend the call.

If the call is not extended, then five minutes after the announcement is heard, the call will be dropped without any further prompts.

The conference must be extended for a minimum of 15 minutes, but it can be any amount of time up to 60 minutes in five minute increments. Therefore, allowable extensions are 15, 20, 25, 30, 35, etc. minutes, up to 60 minutes.

To extend the call:

2. Enter the number of minutes to extend the conference (minimum of 15 minutes) using the phone keys.
3. Press # to complete.

Roll Call

During a conference call, the moderator may initiate a roll call of the participants that have signed in by pressing *2. All conference call participants will hear:

“There are (n) people in the conference. The following people have joined the conference. (System plays the name of each participant as recorded.) Roll call complete.”

Adding More Ports to an Active Meet-Me Conference

During an active conference call, the moderator may add more ports if needed. To add more ports, do the following:

1. Press *3. The moderator will hear:

“Please enter the number of ports you wish to add followed by the # key.”
2. Enter the number of ports to be added, then press the # key. The system will check the availability of the ports and report results to the moderator. For example, the moderator wants to add six ports:

- If all six ports are available, the moderator will hear:
  “Six additional ports have been reserved for this conference.”
- If only 5 of 6 ports are available, the moderator will hear:
  “Five of six additional ports have been reserved for this conference.”
- If no ports are available, the moderator will hear:
  “We are sorry, additional ports are not available at this time.”

Dropping a Conference Call

Should it be necessary, a moderator may be drop (end) a conference call while in progress. To drop a conference call, press *7. All callers will be disconnected from the conference call and the call terminated.

However, the meet-me conference reservation remains in effect and participants can be invited to re-join the conference by dialing the meet-me conference number and entering the appropriate guest ID.

Muting a Conference Call

Only the moderator of the meet-me conference call can mute (disable the ability to speak in the conference) all parties in the meet-me conference call. The moderator also has the ability to un-mute (restore conversation).

The Mute function is toggled from the keypad by pressing *5 to enable or disable the mute function.

When Mute is in effect, the moderator can still speak to all members of the conference, but members of the conference cannot heard. Also the moderator may leave and re-join the muted conference, but will not be muted (i.e., the moderator can still talk to conference members).

When a meet-me conference is muted, all parties in the conference hear an announcement that the conference has been muted.

Once Mute is enabled (before or during the conference call), anyone joining the active conference will be muted as soon as they are connected to the conference call. Callers joining the conference when mute is in effect hear an announcement that the conference is muted after the announcement that the conference is active. Members of the conference will hear the join tone and the caller’s name.
Locking a Conference Call

Locking a meet-me conference prevents additional callers from joining the conference. Unlocking the conference allows additional callers to join the conference.

The Lock function is toggled from the keypad by pressing *4 to enable or disable the lock function.

When the moderator locks or unlocks a conference, only the moderator will hear an announcement that the conference has been locked or unlocked.

Callers who try to join the conference when it is locked hear an announcement that the conference is locked and they should contact the moderator for assistance.

Raising/Lowering Hands in a Conference Call

**NOTE:** The moderator must be using the Meet-Me Moderator Floor Control application in the Web Portal to see and acknowledge raised hands.

If you are a member of a meet-me conference you can ask to be recognized or respond to a moderator’s question by raising and lowering your hand - in a virtual manner.

- Press #8 to raise your hand
- Press #9 to lower your hand

Raising your hand can be used to ask for permission to speak when the conference has been muted. It can also be used if the moderator wants to poll participants and asks for a show of hands. Both guest participants and the moderator can raise/lower their hands using these coeds.

Scheduling a Meet-Me Conference

Scheduling a conference call is done by dialing the correct number and entering the date, time and length of the conference and number of conference members.

1. If dialing internally, enter the Meet-Me Schedule number (default is 523). Otherwise, enter the conference access number.

**NOTE:** Recurring Meet-Me Conference reservations cannot be scheduled using the telephone interface. All reservations for recurring Meet-Me Conferences must be scheduled using the Web Portal.

2. Press 1 to schedule a conference call.
3. Enter the two-digit year of the conference, followed by the # key.
4. Enter the two-digit month of the conference, followed by the # key.
5. Enter the two-digit day of the conference, followed by the # key.
   *The date must be within 365 days of the current date.*
6. Enter the 4-digit start time of the conference call in 24-hour format (HHMM).
   All start times must be in quarter hour increments (e.g., 0800, 0815, 0830, 0845)
7. Enter the length of the conference call in 5-minute increments, but with a minimum of 15 minutes (e.g., 15, 20, 25, etc.) followed by the # key.
8. Enter the number of participants (conference ports to reserve) followed by the # key.
   *The system repeats your conference call settings to you as “You have requested to reserve a conference call for (day of week, date), at (time) with a duration of (X) minutes and (X) ports.”*
9. Press the # key if the information is correct, otherwise press 1 to re-enter the conference call parameters.

**NOTE:** If you pressed # to accept the settings, the system speaks your conference call meeting IDs including the Moderator ID, Guest ID, and the dial-in number.

_Write down this information. It should also be displayed across your display telephone._

10. Do one of the following:
   * Press 1 to hear the information again, or
   * Press * to return to the Meet-Me Conference setup menu, or
   * Hang up.

### Canceling a Meet-Me Conference

You may cancel a conference reservation at any time; however, conference reservations are frozen 30 minutes before the start time and cannot be cancelled after that time.

1. Do one of the following:
   * If dialing internally, enter the Meet-Me Join number (default is 522) in the text box and press Enter or click the dial button.
   * If dialing from the outside, dial the conference access number.
NOTE: Recurring Meet-Me Conference reservations cannot be canceled using the telephone interface. All reservations for recurring Meet-Me Conferences must be canceled using the Web Portal.

2. Press 2 to cancel a conference call.
3. Enter the Moderator ID of the conference you wish to cancel followed by the # key.
   The system confirms your decision to cancel the conference call including speaking the scheduled day and date, time, duration and ports.
4. Press the # key to confirm the cancellation or press the * key to return to the Meet-Me Conference setup menu.
   • If you pressed #, the system announces that your conference reservation has been cancelled.
   • If you pressed *, the Meet-Me Conference setup menu is played.

Modifying a Meet-Me Conference

You may modify a conference reservation at any time up to 5 minutes before the start time. The moderator may, however, modify the conference while it is in progress (add ports, add participants, etc.)

1. Do one of the following:
   • If dialing internally, enter the Meet-Me Join number (default is 522) in the text box and press Enter or click the dial button.
   • If dialing from the outside, dial the conference access number.

NOTE: Recurring Meet-Me Conference reservations cannot be modified using the telephone interface. All reservations for recurring Meet-Me Conferences must be modified using the Web Portal.

2. Press 3 to modify a conference call.
3. Enter the Moderator ID that was received when the conference was scheduled followed by the # key.
   The system announces the selected conference call settings to you as “You have selected to modify a conference call scheduled for (day), (date), at (time) with a duration of (X) minutes and (X) ports.”
4. Press the # key to confirm you want to modify this reservation or press * if this is the wrong reservation and return to the conference menu.
5. Enter the two-digit year of the conference, followed by the # key.
6. Enter the two-digit month of the conference, followed by the # key.
7. Enter the two-digit day of the conference, followed by the # key. 
   The date must be within 365 days of the current date.

8. Enter the 4-digit start time of the conference call in 24-hour format (HHMM). 
   All start times must be in quarter hour increments (e.g., 0800, 0815, 0830, 0845)

9. Enter the length of the conference call in 15-minute increments (e.g., 15, 30, 45, etc.) followed by the # key.

10. Enter the number of participants (conference ports to reserve) followed by the # key.
    The system repeats your conference call settings to you as “You have requested to reserve a conference call for (day of week, date), at (time) with a duration of (X) minutes and (X) ports.”

11. Press the # key if the information is correct, otherwise press 1 to re-enter the conference call parameters.

**Getting a List of Meet-Me Conferences**

You can listen to a list of Meet-Me Conferences you have scheduled as a moderator. you may need to do this to find the moderator ID for a conference in case you need to modify or delete the conference or the guest ID to distribute it to the attendees.

1. Do one of the following:
   • If dialing internally, enter the Meet-Me Join number (default is 522) in the text box and press Enter or click the dial button.
   • If dialing from the outside, dial the conference access number.

2. Press 4 to list all conference call reservations.
   The system announces the number of conference reservations you currently have and then announces each conference providing the day of week and date, time, duration, ports, moderator ID and guest ID. After the last conference listing, the system informs you that there are no more conferences.

3. The conference menu is played and you may make a selection or hang up.

**MultiCall Park**

This feature lets you park more than one call from your phone or pick up a specific parked call. When parked, a call is assigned an ID number by the system. This ID number makes Multicall Park possible. Parking a call is similar to placing a call on hold, except that when a call is parked, you can pick up the parked call from anywhere in the system. Once the call is parked, the line is free again.
NOTE: After the parked call is on hold for 1 minute, it will call back the user who parked the call.

Parking a Call

1. Tell the caller that you are going to place them on hold.
2. Press the **Transfer** button.
3. Enter **+11**.
   
   *The display shows “Park number is xxxx” and a voice prompt repeats the same information.*

NOTE: Write down the Park Number because you will need to know it to retrieve this parked call.

4. Hang up.

Retrieving a Parked Call

NOTE: You can retrieve parked calls using any phone in the system.

1. Pick up the handset.
2. Dial the Park ID number of the parked call you wish to retrieve.
3. Speak with the parked caller.

Music on Hold

Your telephone provides crystal clear voice conversations. However, if you listen to music on hold, you may notice that some types of music sound slightly distorted. This is normal. The system has been optimized to transmit and receive speech; music contains a variety of sounds that are considerably higher and lower in pitch than the human voice, so some of these musical sounds are not included in the audio signal.

Mute

The **Mute** button becomes active when there is an active call on any line on the phone. You can use it to mute your end of the call. If you are on a 3-way conference call, clicking the Mute button will mute you from the conference. The other parties in the conference call can still converse with each other. Press the **Mute** button again to turn the microphone back on.
Permanent Caller ID Block Release

If you chose to have your caller ID information blocked on all calls, this feature allows your caller ID information to be sent for this call only.

Your caller ID may be required for some calls to be completed. If your call will not be accepted without caller ID information you may get a message that the number you called will not accept anonymous (no caller ID) calls. You may use this feature to send caller ID information for that call only.

To allow your caller ID to be displayed on the phone you are calling:

1. Enter *82 in the text box and press Enter or the dial button.
2. Enter the desired phone number.

   Your call should go through without an anonymous call rejection message.

Priority Call

The Priority Call feature allows you to define numbers that will ring at your telephone with a special ring that tells you this is an important call. To use this feature, you manage a list of telephone numbers that emit a priority ring when a call with that caller ID appears at your telephone.

Priority Call is managed through a menu of commands activated by pressing digits on the keypad. The commands are:

- 1 - Enable/disable feature
- 2 - Add members
- 3 - List members
- 4 - Delete members

The display area on your telephone will show the options for each menu level. For example, if you press 4 to delete a number, the display will show: “1=Del Num, 2=List, 3=Del All, *=Menu”.

Enabling/Disabling Priority Call

The system allows you to turn the Priority Call feature on and off (i.e., set the feature not to use the priority ring). Disabling (turning off) the feature does not delete your list of callers assigned to receive the priority ring.

1. Press *61.

   A voice prompt tells you whether Priority Call is enabled or disabled and then gives the menu choices.
2. Press 1 to enable Priority Call if it is disabled or to disable the feature if it is enabled.
3. Hang up.

Adding Members to the Priority Call List
1. Press *61.
   
   A voice prompt tells you whether Priority Call is enabled or disabled and then gives the menu choices.
2. Press 2 to add telephone numbers to the list of members who will trigger the priority ring.
3. Enter the number with no spaces, dashes or special characters followed by the # key.
4. Press # to save the entry (add it to your list) or press * to cancel the entry.
5. Select a menu item or hang up.

Listing Priority Call Members
1. Press *61.
   
   A voice prompt tells you whether Priority Call is enabled or disabled and then gives the menu choices.
2. Press 3 to hear the list of telephone numbers which will trigger the priority ring.
3. Press # to hear the next number or press * to return to the Priority Call menu.
   
   As long as you press # for the next number, the system will scroll through the list of member numbers, starting over with the first number after the last number is spoken.
4. Repeat the previous two steps until you have heard as many of the numbers as you want.
5. Press * to return to the Priority Call menu when you are finished listening to member numbers.

Deleting Priority Call Members
1. Press *61.
   
   A voice prompt tells you whether Priority Call is enabled or disabled and then gives the menu choices.
2. Press 4 to delete telephone numbers from the list of members who will trigger the priority ring.
   
   The voice prompt provides options for deleting members including:
• Press 1 if you know the number to delete; (see Step 3)
• Press 2 for a list of numbers; (see Step 8)
• Press 3 to delete all numbers; (see Step 13)
• Press * to return to the Priority Call menu.

3. Press 1 to remove a specific number.
   You are prompted to enter the number to delete followed by the # key.

4. Enter the number with no spaces, dashes or special characters.

5. Press the # key.
   The voice prompt speaks the number you just entered and you are prompted to press # to save the entry (delete it from your list) or press * to cancel the entry.

6. Press # or *.
   You are returned to the Priority Call menu.

7. Select a menu item or hang up.

8. Press 2 to hear the list of numbers and have the option to delete them as you go through the list.
   The voice prompt announces the list, speaks the first number and prompts you to press 1 to delete it, # to hear the next number or * to return to the Priority Call menu.

9. Press # until you find the number you wish to delete.

10. Press 1 to delete the number.
    You are prompted to press 1 to delete it, # to hear the next number or * to return to the Priority Call menu.

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NOTE: If you press 1 to delete the number, it is deleted immediately and the next number in the list is announced.

11. Repeat the previous two steps until you have found and deleted as many of the numbers as you want.

12. Press * to return to the Priority Call menu or hang up.

13. Press 3 to immediately delete all member numbers.
    The voice prompt announces that all phone numbers have been removed from the list and you are returned to the Priority Call menu.

14. Select a menu item or hang up.
Privacy Guard

Privacy Guard is a call screening service that works with Caller ID to identify all incoming calls that have no Caller ID, such as calls that are Anonymous, Unavailable, Out-of-Area, or Private. It forces callers to identify themselves by entering an access code or recording their name in order to complete the call. You will know who is calling and have four options for handling the call.

Access Codes

Privacy Guard provides the ability to create two kinds of access codes that you can give to family members, friends or business associates to allow them to identify themselves if they call and their caller ID is not available. You decide who gets which code.

For phones with a display, access codes are shown on the display as shown:

Privacy Guard (<access code>)

The Access Code is a 3-digit code that, when required, is entered followed by the # key. There is only one Access Code.

The Selective Caller List is a list of up to ten codes. Each code must be 10-digits. When required, a caller enters the code followed by the # key.

NOTE: When creating the codes for the Selective Caller List, you want codes that are easy for the caller to remember and use. If the code will be used for an individual, you might want to use the phone number most commonly used by that person. If it is for a group of people or a business, use a number that will be easy for them to use and you to recognize, such as a main business number.

Caller Actions

When Privacy Guard is enabled, calls that do not have any Caller ID information are automatically answered and the caller hears an announcement followed by a series of prompts.

The announcement explains you do not accept unidentified calls and that their Caller ID information was not received. They are instructed to do one of the following:

• Press 1 to enter an access code.
• Press 2 to record their name so that the call can be announced.

If they enter anything other than the menu options, they will be prompted two more times to enter a valid menu option. If they do not select a valid option in the allowed time, the call is dropped.
Entering an Access Code

If a caller presses 1, they are asked to enter an access code, which can be either the Access Code or one of the codes in the Selective Call List, followed by the # key. A prompt tells them to wait while the call is completed.

If an invalid access code is entered, the caller will be prompted two more times to enter a valid access code. If they do not enter a valid access in the allowed time, the call is dropped.

Recording a Name

If a caller presses 2, they are asked to record either their name or their company name and press the # key. After playing the beep, the system will record up to 5 seconds.

When the user presses # or the recording time ends, a prompt tells them to wait while the call is completed.

The system records whatever is spoken during the 5 seconds, which can be either the caller’s name or silence. If the caller does not record a name, no name will be spoken when you answer the call.

Answering Privacy Guard Call

Once a caller has entered an access code or recorded their name, the call will ring on your phone. If you have a display and receive caller ID information, you will see “From Privacy Guard” on the display. If the caller entered an access code, the access code digits will be displayed also.

If the caller entered an access code, your telephone rings normally and you are connected to the caller when you answer the call.

If the caller recorded their name, your telephone rings with a priority ring. When you answer the call, a prompt is played that announces the call and offers the following options:

- Press 1 to answer the call.
- Press 2 to play an announcement to the caller that you are unavailable.
- Press 3 to transfer the caller to voice mail.

**NOTE:** Option 3 will be available if you have a voice mail button on your telephone for your voice mail mailbox or for another voice mail mailbox, such as the main number (attendant phone) or another person’s mailbox (executive assistant phone). However, if you do not have your own mailbox and choose this option, you will get reorder (fast busy). If you do not have a voice mail button on your phone, this option is not available.
• Press 4 to deliver a message that you do not accept sales or solicitation calls and you are not to be called again.

If you enter anything other than the available menu options, you will be prompted two more times to enter a valid menu option. If you do not select a valid option in the allowed time or if you hang up without making a choice, the system plays the announcement that you are unavailable and disconnects the call.

Enabling/Disabling Privacy Guard

The system allows you to turn the Privacy Guard feature on and off (i.e., decide when calls without Caller ID information will be screened). Disabling (turning off) the feature does not delete any access codes already entered for the feature.

1. Type *88 in the text box and press Enter or the dial button.
   
   A voice prompt tells you whether Privacy Guard is enabled or disabled and then gives the menu choices.

2. Press 1 to enable Privacy Guard if it is disabled or to disable the feature if it is enabled.

3. Choose another option or hang up.

Managing the Access Code

Your 3-digit Access Code is managed using the keypad on your telephone. You can change the code at any time and can listen to your chosen number if you forget what you set.

Changing the Access Code

1. Type *88 in the text box and press Enter or the dial button.
   
   A voice prompt tells you whether Privacy Guard is enabled or disabled and then gives the menu choices.

2. Press 2 to set or change the 3-digit Access Code.

3. Enter the Access Code by pressing the desired digit keys on the telephone keypad.

4. Press # to save the entry or * to exit without saving.

5. Select a menu item or hang up.

Listening to Access Code

1. Type *88 in the text box and press Enter or the dial button.
   
   A voice prompt tells you whether Privacy Guard is enabled or disabled and then gives the menu choices.

2. Press 3 to hear the 3-digit Access Code.
3. Listen to the Access Code.
4. Select a menu item or hang up.

Managing the Selective Caller List

Your 10-digit Selective Call List access codes are managed using the keypad on your telephone. You can change the codes at any time and can listen to the numbers you have programmed. You can delete numbers from the list which will end their ability to call you, change the numbers, or to remove an old or no longer used number so you can add new numbers.

Adding to the List
1. Type *88 in the text box and press Enter or the dial button.
   
   A voice prompt tells you whether Privacy Guard is enabled or disabled and then gives the menu choices.

2. Press 4 to add numbers to the Selective Call List.
3. Enter the number by pressing the desired digit keys on the telephone keypad.
4. Press # to save the entry or * to exit without saving.
5. Select a menu item or hang up.

NOTE: If you try to add a number when you already have 10 numbers, a prompt tells you the list is full, no more numbers can be added and that a number must be deleted to add a new number.

Listening to the List
1. Type *88 in the text box and press Enter or the dial button.
   
   A voice prompt tells you whether Privacy Guard is enabled or disabled and then gives the menu choices.

2. Press 5 to hear the numbers in the Selective Call List.
3. The first number in the Selective Call List is played.
4. Press # to hear the next number.
   
   Continue pressing # until you have heard all the numbers. When you reach the end of the list, the system will take you back to the beginning of the list.

5. When you are done listening to numbers, press * to return to the main menu.
6. Select a menu item or hang up.

Deleting from the List
1. Type *88 in the text box and press Enter or the dial button.
A voice prompt tells you whether Privacy Guard is enabled or disabled and then gives the menu choices.

2. Press 6 to delete the numbers in the Selective Call List.

3. Select from the available options:
   - If you know the phone number you wish to delete, press 1.
   - To hear a list of numbers to delete, press 2.
   - To delete all numbers, press 3.
   - To return to the main menu, press the * key

4. If you pressed 1, do the following:
   a. Enter the number to remove.
   b. Press # to remove or press * to cancel (return to the main menu).
   c. If you pressed #, the system repeats the number you entered.
   d. Press # to delete the entry or * to exit without saving.
   e. Select a menu item or hang up.

5. If you pressed 2, do the following:
   a. The first number in the Selective Call List is played.
   b. Press 1 to delete the number or # to hear the next number.
   c. Repeat these steps until you are finished deleting numbers.
   d. Press * to exit.
   e. Select a menu item or hang up.

6. If you pressed 3, all numbers in the list are immediately deleted and you return to the main menu.

7. Select a menu item or hang up.

Remote Access to Call Forwarding

This feature allows you to call a DID number from any telephone and set, change or cancel the destination phone number that is the forwarding target for all incoming calls to your telephone. Contact your system administrator for the DID number to call to make use of this feature.

Setting or Changing Remote Forwarding

1. Dial the DID number for Remote Access to Call Forwarding.
   A voice prompt leads you through the remaining steps.

2. Enter the complete phone number of your IP phone, followed by the # key.
   EXAMPLE: 9723353421# or 9723352100*2001# for Non-DID numbers.
3. Enter the phone’s password, followed by the # key
   If you have your phone forwarded to another phone, your current forwarding number is announced.

4. Enter the new forwarding number followed by the # key. Enter the number as if you were dialing it, including the area code if necessary.
   You hear an announcement that the forwarding number has been changed and the call is disconnected.

Canceling Remote Forwarding

1. Dial the DID number for Remote Access to Call Forwarding.
   A voice prompt leads you through the remaining steps.

2. Enter the complete phone number you want to access, followed by the # key.
   EXAMPLE: 9723353421# or 9723352100*2001# for Non-DID numbers.

3. Enter the phone’s password, followed by the # key
   If you have your phone forwarded to another phone, your current forwarding number is announced.

4. Do one of the following:
   • Press # to cancel remote forwarding
     You hear an announcement that the forwarding number has been changed and the call is idled.
   
     or

   • Hang up without pressing any keys to quit the canceling operation.

Remote Phone

The Remote Phone feature provides the capability to set up a remote phone to act as if it were your VoIP phone. Instead of placing and receiving calls from your VoIP phone, calls are made and answered from the Remote Phone.

For example, if you configure your cell phone to be your remote phone, all calls coming into your VoIP phone would ring at your desk and on your cell phone simultaneously.

For this feature to be available, a Remote button must be provided on your VoIP phone by your service provider. However, the VoIP phone does not have to be in service for the Remote Phone feature to be operational.
**WARNING**

If you dial an emergency number (such as 911) from the remote phone while it is in remote mode (the phone will be playing on-hold music), an announcement tells you that number is not allowed from Remote Phone and advises you to hang up the phone and try again. Until you hang up the phone and disconnect from the Remote Phone feature, you will receive the announcement.

There are three ways to enable the Remote Phone feature:

- by dialing a special DID number, or
- through the Web Portal under **Options > Remote**, or
- by pressing the **Remote** button on your IP phone.

**Dial-in Setup of Remote Phone**

To set up a remote phone by dialing in, you must call using the remote phone where your VoIP phone calls will be forwarded.

1. From the remote phone (example, your cell phone or a hotel phone), dial the Remote Phone access DID number.  
   *Your service provider should have provided this number to you.*
2. Enter the phone number of your VoIP phone followed by the pound sign (#).  
   *EXAMPLE: 9723353421# or 9723352100*2001# for Non-DID numbers.*
3. Enter the password for your VoIP phone followed by #.
4. **DO NOT** hang up the destination phone. Leave it off-hook.
5. If a call comes in, press star (*) to answer the call.
6. Disconnect from a call by pressing “###”, which will leave the Remote Phone active (you will hear hold music playing).

**NOTE:** Be aware that if you are using a cell phone, the phone is still in an active call.

**Deactivating Dial-up Remote Phone**

If you hang up the remote phone, it will disconnect the call and deactivate the Remote Phone mode. You can also disable Remote Phone by pressing the **Remote** button on your IP desk phone.
Web Portal Setup of Remote Phone

The remote phone feature can be activated via the Web Portal by selecting **Options > Remote**. You must check the box labeled **Enable Remote User**, then enter the phone number of the remote phone (for example, a cell phone or hotel phone number).

From the Web Portal, you can check a box to **Enable Remote Caller ID**. When checked, the caller’s Caller ID will display on your remote phone display (if it has one). When unchecked, your IP phone number will be displayed. This way, when you see your own VoIP phone number on the Caller ID, you will know that it is an incoming remote call.

You can also set the number of seconds the phone will ring unanswered before the call is redirected to voice mail or other destination.

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**C A U T I O N**

If you are engaged in a remote phone call, and you change the Remote Phone number through the Web Portal, when you click “Save”, it will disconnect your current remote phone call.

In the Web Portal, when the **Auto Enable When Phone OOS** checkbox is checked, the system will automatically enable Remote Phone and route calls to the Remote Phone number when the phone is out of service. The Remote Phone feature will not be auto-enabled until a call arrives after the phone has been declared out of service. If a call arrives at the phone before the Call Agent has determined the phone is out of service, the Call Agent will send the call to the No Answer destination. As soon as the Call Agent determines the phone is out of service, the Remote Phone feature will be automatically enabled and all further calls will be sent to the Remote Phone number.

When the phone with **Auto Enable When Phone OOS** checked returns to service after the outage, Remote Phone is not disabled. Both the phone and Remote Phone will ring for each incoming call. The user must disable remote mode using the Web Portal or by pressing the **Remote** button on the phone.

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**Deactivating Remote Phone via Web Portal**

To completely deactivate the Remote Phone mode, you must uncheck the **Enable Remote User** checkbox on the Web Portal or press the **Remote** button on your VoIP phone.

If you just hang up the remote phone, it will disconnect the call, but Remote Phone mode will still be enabled. The next call coming in to your VoIP phone will ring the remote phone.
Feature Interaction: Remote Phone with Find-Me

The Remote Phone mode works in conjunction with the Find-Me function that will transfer the call to each phone you have listed in your Find-Me list. When your VoIP phone is in Remote Phone mode, and you have Find-Me set up, first the call will try ringing the remote phone. If it is not answered, the Find-Me function takes over and will try the next numbers in your Find-Me list.

If you set up Remote Phone from the Web Portal, and you do not answer so Find-Me takes over, then Remote Phone mode will remain enabled and the next call coming in will also ring the remote phone.

Using Remote Phone Features

When Remote Phone is active, it behaves like a basic analog phone with features available through Star Codes. There certain codes that you can use to operate your Remote Phone.

- *** acts as a switchhook flash
  - puts calls in progress on hold
  - resumes a held call
  - conferences in a third party
  - allows you to use other features via Star Codes from dialtone
- * accesses dial tone from music on hold (music on hold is heard after someone hangs up during a call on Remote Phone)
  - allows you to make a call
  - allows you to use features via Star Codes
- ### disconnects you from an active call but leaves Remote Phone active (that is, you will hear music on hold)
  - allows you to make additional calls
  - allows you to receive additional calls

NOTE: If a Remote button has not been configured on your phone, you will not be able to use the feature with star codes.

Selective Call Forward

Selective Call Forward allows you to program your phone to send calls from a list of telephone numbers to another telephone number. All calls from phones on the list go to the same destination, which can be changed at any time.
To use this feature, you designate the forward destination and manage a list of telephone numbers that are forwarded to that number when you receive a call with that caller ID.

Selective Call Forward is managed through a menu of commands activated by pressing digits on the phone keypad. The commands are:

- 1 - Enable/disable feature
- 2 - Enter the forward (destination) number
- 3 - ID (forward destination number)
- 4 - Add members (to list to be forwarded)
- 5 - List members (of list to be forwarded)
- 6 - Delete members (from list to be forwarded)

**Enabling/Disabling Selective Call Forward**

The system allows you to turn the Selective Call Forward feature on and off (i.e., decide when calls from your list will be forwarded and when they will ring at your telephone as usual). Disabling (turning off) the feature does not delete the list of callers assigned for forwarding.

1. Type *63 or *83 in the text box and press Enter or the dial button.
   
   A voice prompt tells you whether Selective Call Forward is enabled or disabled and then gives the menu choices.

2. Press 1 to enable Selective Call Forward if it is disabled or to disable the feature if it is enabled.

3. Hang up.

**Entering the Forwarding Destination Number**

1. Type *63 or *83 in the text box and press Enter or the dial button.

   A voice prompt tells you whether Selective Call Forward is enabled or disabled and then gives the menu choices.

2. Press 2 to enter the forwarding number (destination for forwarded calls).

3. Enter the forwarding number followed by the # key

4. Press # to save the entry (add it to your list), or press * to cancel the entry.

5. Select another menu item or hang up.

**Identifying the Forwarding Destination Number**

1. Type *63 or *83 in the text box and press Enter or the dial button.

   A voice prompt tells you whether Selective Call Forward is enabled or disabled and then gives the menu choices.
2. Press 3 to hear the forwarding number (destination for forwarded calls).

The voice prompt tells you the forwarding number and you are returned to the Selective Call Forward menu.

Adding Forwarded Phone Numbers

1. Type *63 or *83 in the text box and press Enter or the dial button.

A voice prompt tells you whether Selective Call Forward is enabled or disabled and then gives the menu choices.

2. Press 4 to add telephone numbers to the list of members who will be forwarded.

3. Enter the number with no spaces, dashes or special characters, followed by the # key.

4. Press # to save the entry (add it to your list) or press * to cancel the entry.

5. Select another menu item or hang up.

Listing Forwarded Phone Numbers

1. Type *63 or *83 in the text box and press Enter or the dial button.

A voice prompt tells you whether Selective Call Forward is enabled or disabled and then gives the menu choices.

2. Press 5 to list telephone numbers of members who will be forwarded.

3. Press # to hear the next number or press * to return to the Selective Call Forward menu.

As long as you press # for the next number, the system will scroll through the list of member numbers, starting over with the first number after the last number is spoken.

4. Repeat the previous two steps until you have heard as many of the numbers as you want.

5. Press * to return to the Selective Call Forward menu when you are finished listening to member numbers.

6. Select another menu item or hang up.

Deleting Forwarded Phone Numbers

1. Type *63 or *83 in the text box and press Enter or the dial button.

A voice prompt tells you whether Selective Call Forward is enabled or disabled and then gives the menu choices.

2. Press 6 to delete telephone numbers from the list of numbers which will be forwarded.

3. The voice prompt provides options for deleting members including:
• Press 1 if you know the number to delete; (see Step 4)
• Press 2 for a list of numbers; (see Step 8)
• Press 3 to delete all numbers; (see Step 14)
• Press * to return to the Selective Call Forward menu.

4. Press 1 to remove a specific number.
5. Enter the number with no spaces, dashes or special characters, followed by the # key.
6. Press # to save the entry (delete it from your list), or press * to cancel the entry.
7. Select another menu item or hang up.
8. Press 2 to hear the list of number and have the option to delete them as you go through the list.
   
   The voice prompt announces the list, speaks the first number and prompts you to press 1 to delete it, # to hear the next number or * to return to the Selective Call Forward menu.

9. Press # until you find the number you wish to delete.
10. Press 1 to delete the number.

   The number is deleted immediately and the next number in the list is announced.

11. Press 1 to delete it, # to hear the next number or * to return to the Selective Call Forward menu.
12. Repeat the previous three steps until you have found and deleted as many of the numbers as you want.
13. Press * to return to the Selective Call Forward menu or hang up.
14. Press 3 to immediately delete all member numbers.

   The voice prompt announces that all phone numbers have been removed from the list and you are returned to the Selective Call Forward menu.

15. Select another menu item or hang up.

**Star Codes**

The features of your phone can also be activated by entering specific “star codes.” By pressing the pound or star button on the telephone and entering the proper code, you can initiate, enable, or disable certain phone features.
The feature must be enabled on your phone for it to be accessed from the star codes (that is, you can't use features that aren't turned on) and some caution should be used when activating features from star codes, since they may not be reflected in display messages or lamp activity on the telephone.

**NOTE:** This table lists the feature codes that are the default values for your phone system at the time of installation. They may be changed by your service provider. Any list of feature codes given to you by your service provider should be used in place of the codes listed here.

### Table 3: Feature Matrix

<table>
<thead>
<tr>
<th>Feature Name</th>
<th>Enable</th>
<th>Disable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abbreviated Dial - Program</td>
<td>75*</td>
<td>75*</td>
</tr>
<tr>
<td>Abbreviated Dial - Enable</td>
<td>*3+code</td>
<td>N/A</td>
</tr>
<tr>
<td>Anonymous Call Rejection</td>
<td>*77</td>
<td>*87</td>
</tr>
<tr>
<td>Billing Codes</td>
<td>Transfer+*02+client billing code</td>
<td>N/A</td>
</tr>
<tr>
<td>Call Block (Selective Call Rejection)</td>
<td>*60</td>
<td>*80</td>
</tr>
<tr>
<td>Call Forward (All)</td>
<td>72*</td>
<td>73*</td>
</tr>
<tr>
<td>Call Forward (Busy) (On/Off)</td>
<td>76*</td>
<td>77*</td>
</tr>
<tr>
<td>Call Forward (No Answer) (On/Off)</td>
<td>78*</td>
<td>79*</td>
</tr>
<tr>
<td>Call Forward (Out of Service) (On/Off)</td>
<td>70*</td>
<td>71*</td>
</tr>
<tr>
<td>Call Pickup - Directed (Bus only)</td>
<td>*12</td>
<td>N/A</td>
</tr>
<tr>
<td>Call Pickup - Group (Bus only)</td>
<td>*06</td>
<td>N/A</td>
</tr>
<tr>
<td>Call Return</td>
<td>*69</td>
<td>N/A</td>
</tr>
<tr>
<td>Call Trace</td>
<td>*57</td>
<td>N/A</td>
</tr>
<tr>
<td>Caller ID Block</td>
<td>*67 (suspend for current call)</td>
<td>N/A</td>
</tr>
<tr>
<td>Call Waiting Suspend</td>
<td>*70</td>
<td></td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>*04</td>
<td>*04</td>
</tr>
<tr>
<td>MultiCall Park - Park (Bus only)</td>
<td>Transfer+*11</td>
<td>N/A</td>
</tr>
<tr>
<td>Permanent Per Call Block</td>
<td>N/A</td>
<td>*82</td>
</tr>
<tr>
<td>Priority Call</td>
<td>*61</td>
<td>*61</td>
</tr>
</tbody>
</table>
Transfer

Use this feature to transfer a call to another number.

1. Tell the calling party you will transfer the call, then press the **Blind Transfer** button or press **Ctrl-T**.
2. The call is placed on hold and a dialog pops up allowing you to enter a number or you can click the call history list and select a number.
3. Click **Call** to dial the other phone. When the other phone picks up, the call is automatically transferred.

<table>
<thead>
<tr>
<th>Feature Name</th>
<th>Enable</th>
<th>Disable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Privacy Guard</td>
<td>*88</td>
<td>*88</td>
</tr>
<tr>
<td>Redial</td>
<td>*07</td>
<td>N/A</td>
</tr>
<tr>
<td>Selective Call Forward</td>
<td>*63</td>
<td>*83</td>
</tr>
<tr>
<td>Voice Mail</td>
<td>*09</td>
<td>*09</td>
</tr>
</tbody>
</table>

Table 3: Feature Matrix
Voice Mail Features (Default Menu)

This chapter describes the default Voice Mail system. Your service provider will notify you which Voice Mail system you have.

**In this section:**

- "Accessing Voice Mail" on page 80
- "Menus and Commands" on page 83
- "Using Controls While Playing Messages" on page 86
- "Composing Messages before Sending" on page 87
- "Changing Your Password" on page 89
- "Skipping the Mail Menu to Hear Messages" on page 89
- "Returning to the Auto Attendant or Operator" on page 89
- "Zeroing Out to a Custom Operator" on page 89
- "Replaying a Message" on page 90
- "Saving a Message" on page 90
- "Skipping to the Next Message" on page 91
- "Deleting a Message" on page 91
- "Forwarding a Message to Another Mailbox" on page 91
- "Replying to a Message" on page 92
- "Dialing Back a Caller" on page 92
- "Sending a Message Directly to an Extension" on page 92
- "Personal Greetings" on page 93
- "Receiving Voice Mail Notification" on page 94
- "Managing Distribution Groups" on page 95
- "Exiting the Voice Mail System" on page 99
Accessing Voice Mail

You can access the voice mail system on your phone by dialing the star code (default *09) or by pressing the voice mail button ✉️.

If you mouse-over the voice mail button, a tooltip will tell you how many new and old messages you currently have.

System settings determine the number (and length) of voice mail messages that are stored in your voice mailbox. If supported by your system, callers can press “0” while they are “in” your mailbox to transfer to your main number or operator.

The voice mail system also provides both personal and group distribution lists which let you send a voice mail to a defined group of people as easily as sending a voice mail to a single user. Combining the ability to compose a voice mail message before sending it with a distribution list, you can easily create and send a voice mail message to multiple users or lists.

NOTE: The voice mail system can only save a certain number messages as configured by your service provider. If the maximum number of messages is reached and you receive a new voice mail message, it will not be stored. You must delete some old voice mail messages to receive any more.

You can access your voice mailbox from several different sources:

- “Access from Your SoftPhone” on page 80
- “Access from any Other Internal Phone” on page 80
- “Access from any Outside Touchtone Phone” on page 81
- “Access from the Email Program on Your PC” on page 82

Access from Your SoftPhone

1. Click the Voice Mail button ✉️ or dial *09 to access your voice mail system.
2. Enter your password (if required).
   
   *If you have new voice mail, the messages are identified and played. Otherwise, you will be prompted with choices to play your inbox messages, play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.*
3. Click the corresponding digit on your phone to select the desired voice mail function.

Access from any Other Internal Phone

1. Dial 555 (or the code provided by your system administrator).
NOTE: Some phones may require a # after the dialed digits in order to dial the number. If you do not hear the greeting immediately after dialing the last digit. Press # to complete dialing.

You hear a welcome greeting and are prompted to enter your extension number.

2. Enter your extension number. You are prompted to enter your password.

3. Enter your numeric password, followed by the # key.

   *If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.*

4. Press the corresponding digit on your phone to select the desired voice mail function.

Access from any Outside Touchtone Phone

Dialing Main Number

1. Dial your main telephone number for the Auto Attendant feature and press 555 (or the code provided by your system administrator).

   You hear a welcome greeting and are prompted to enter your extension number.

NOTE: If your system is set up for direct voice mail access, dial the telephone number you have been given for voice mail system access by your system administrator.

2. Enter your extension number.

3. You will be prompted to enter your password.

4. Enter your numeric password, followed by the # key.

   *If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.*

5. Press the corresponding digit on your phone to select the desired voice mail function.

NOTE: Pressing the * key from the main voice mail menu will send you to the main auto-attendant menu. You may then dial extension numbers to reach internal parties or access any other feature available from the auto attendant.
Dialing Your Telephone

1. Call your telephone number.

**NOTE:** You must be able to dial your number directly from outside the system to use this method.

2. Wait for your phone to forward to your voice mail mailbox.
3. Press the * key.
4. You will be prompted to enter your password.
5. Enter your numeric password, followed by the # key.
   
   *If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.*

6. Press the corresponding digit on your phone to select the desired voice mail function.

**NOTE:** Pressing the * key from the main voice mail menu will send you to the main auto-attendant menu. You may then dial extension numbers to reach internal parties or access any other feature available from the auto attendant.

Access from the Email Program on Your PC

You may be able to forward your voice mail using a program like Web Portal, or if your service provider has configured your system with unified messaging.

1. Open your email reader.
2. Open the email message containing the voice mail.

<table>
<thead>
<tr>
<th>From</th>
<th>Subject</th>
<th>Received</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Incoming Call 972-4...</strong> Voice Mail from</td>
<td>7/22/00 12:10 PM</td>
</tr>
<tr>
<td></td>
<td>Incoming Call 972-4-8432</td>
<td></td>
</tr>
</tbody>
</table>

3. Open the attachment in the email message.
   
   • If this is the first time you have opened a voice mail in your email application, you will be asked to associate the file type to the media player you wish to use to listen to the voice mail file type.

4. Your default media player will open.
   
   • If you get an error message, the voice mail has not been recorded in a compatible file format and cannot be played.

5. Select “open the file” on the dialog box that appears to play the message
The voice mail message plays concurrently with any audio (such as music CDs or streaming music) coming from your speakers. Stop or mute other features before playing the voice mail message to increase the clarity of the message. **DO NOT** mute the other applications by clicking on the speaker in the Windows System Tray since this will mute the speakers for all sources, including the voice mail you are trying to play. Also remember to check the volume level on your speakers before playing any voice mail messages.

6. Close the media player when you are finished listening to voice mails.

**Menus and Commands**

The following commands allow you to access your voice mail system.

### Table 4: Voice Mail Main Menu

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Play inbox messages</td>
</tr>
<tr>
<td>2</td>
<td>Play saved messages</td>
</tr>
<tr>
<td>3</td>
<td>Change password</td>
</tr>
<tr>
<td>4</td>
<td>Playback personal greetings (for options see “Voice Mail Personal Greeting List” on page 84)</td>
</tr>
<tr>
<td>5</td>
<td>Record personal greetings (for options see “Voice Mail Personal Greeting List” on page 84)</td>
</tr>
<tr>
<td>6</td>
<td>Access personal distribution groups (for options see “Voice Mail Distribution List” on page 85)</td>
</tr>
<tr>
<td>7</td>
<td>Compose a message (for options see “Voice Mail Compose List” on page 85)</td>
</tr>
<tr>
<td>8</td>
<td>Manage custom operator number (Not supported for stand-alone mailboxes.) (for options see “Voice Mail Custom Operator (Zero Out) List” on page 86)</td>
</tr>
<tr>
<td>* (star)</td>
<td>Exit the voice mail system</td>
</tr>
</tbody>
</table>
| #           | • When pressed while message header is playing, goes to directly to the message.  
|             | • When pressed while message is playing, skips to the next message. |

### Table 5: Voicemail Message Controls

<table>
<thead>
<tr>
<th>Feature</th>
<th>Before Mail Message</th>
<th>After Mail Message</th>
<th>During Mail Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rewind</td>
<td>NA</td>
<td>NA</td>
<td>7</td>
</tr>
</tbody>
</table>
Table 5: Voicemail Message Controls

<table>
<thead>
<tr>
<th>Feature</th>
<th>Before Mail Message</th>
<th>After Mail Message</th>
<th>During Mail Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rewind to beginning</td>
<td>NA</td>
<td>NA</td>
<td>77</td>
</tr>
<tr>
<td>Next message</td>
<td>8</td>
<td>8</td>
<td>#</td>
</tr>
<tr>
<td>Forward message</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Reply message</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Dial Back Originator</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Replay message</td>
<td>7</td>
<td>7</td>
<td>NA</td>
</tr>
<tr>
<td>Delete</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Save</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Pause/Unpause Play</td>
<td>NA</td>
<td>NA</td>
<td>8</td>
</tr>
<tr>
<td>Fast Forward</td>
<td>NA</td>
<td>NA</td>
<td>9</td>
</tr>
<tr>
<td>Fast Forward to the End</td>
<td>NA</td>
<td>NA</td>
<td>99</td>
</tr>
<tr>
<td>Skip to Previous Menu Options</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

**NOTE:** If you are listening to the introductory message and you press *, you will exit from voice mail.

Table 6: Voice Mail Personal Greeting List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No Answer greeting</td>
</tr>
<tr>
<td>2</td>
<td>Do Not Disturb greeting</td>
</tr>
<tr>
<td>3</td>
<td>Busy greeting</td>
</tr>
<tr>
<td>4</td>
<td>Name greeting</td>
</tr>
<tr>
<td>5</td>
<td>Replace personal greetings with default greetings</td>
</tr>
<tr>
<td>* (star)</td>
<td>Return to main voice mail menu</td>
</tr>
</tbody>
</table>

Table 7: Voice Mail Personal Greeting Confirmation List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Review greeting</td>
</tr>
<tr>
<td>2</td>
<td>Delete and re-record greeting</td>
</tr>
</tbody>
</table>
Table 7: Voice Mail Personal Greeting Confirmation List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Save and use greeting</td>
</tr>
</tbody>
</table>

Table 8: Voice Mail Distribution List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hear a list of all distribution groups</td>
</tr>
<tr>
<td>2</td>
<td>Edit a distribution group</td>
</tr>
<tr>
<td></td>
<td>1 - list of members</td>
</tr>
<tr>
<td></td>
<td>2 - add a member</td>
</tr>
<tr>
<td></td>
<td>3 - delete a member</td>
</tr>
<tr>
<td></td>
<td>4 - hear the group name</td>
</tr>
<tr>
<td></td>
<td>5 - change the name</td>
</tr>
<tr>
<td></td>
<td>* - return to the previous menu</td>
</tr>
<tr>
<td>3</td>
<td>Create a distribution group</td>
</tr>
<tr>
<td>4</td>
<td>Delete a distribution group</td>
</tr>
<tr>
<td>* (star)</td>
<td>Return to main voice mail menu</td>
</tr>
</tbody>
</table>

Table 9: Voice Mail Compose List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Send message</td>
</tr>
<tr>
<td>2</td>
<td>Change message (re-record)</td>
</tr>
<tr>
<td>3</td>
<td>Review message (listen to recorded message)</td>
</tr>
<tr>
<td>4</td>
<td>Set message options (for options see “Voice Mail Message Options List” on page 85)</td>
</tr>
<tr>
<td>* (star)</td>
<td>Return to main voice mail menu</td>
</tr>
</tbody>
</table>

Table 10: Voice Mail Message Options List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Marks message as Urgent</td>
</tr>
<tr>
<td>2</td>
<td>Marks message as Private (it cannot be forwarded).</td>
</tr>
<tr>
<td>3</td>
<td>Requests Return Receipt - you are notified recipient as accessed the message</td>
</tr>
<tr>
<td>9</td>
<td>Clears all options</td>
</tr>
</tbody>
</table>
NOTE: Occasionally a return receipt may be returned without the recipient hearing the message if your message is the first new message and the recipient hangs up or skips to the next message before listening to the message.

NOTE: Selecting any of the numbered options immediately returns to the Voice Mail Compose List. This is also true for callers leaving voice mail who select options after leaving their voice mail.

### Table 11: Voice Mail Custom Operator (Zero Out) List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Change number of custom operator (zero out target)</td>
</tr>
<tr>
<td>2</td>
<td>Restore default number of custom operator (zero out target)</td>
</tr>
<tr>
<td>* (star)</td>
<td>Return to main voice mail menu</td>
</tr>
</tbody>
</table>

### Using Controls While Playing Messages

The system provides you with message control options as described in the following sections.

#### Rewind/Fast Forward

While listening to a message follow these steps:

- Press 7 to skip back in 5 second increments.
- Press 9 to skip forward in 5 second increments.
- Repeat the process to further rewind or fast forward.

#### Rewind to the Beginning of a Message

If you want to return to the beginning of the message:

- Press 77.
Fast Forward to the End of a Message

If you want to forward to the end of a message:

• Press 99.

Pause Play of a Message

To pause play of a message or to resume play of a paused message:

• Press 8.

Composing Messages before Sending

The compose feature of the voice mail system allows you to record a message and review or change it before sending it to any number of users or distribution groups. You first enter the extensions and distribution group numbers of the recipients and then record and send your message.

The same options that are available under the Compose function are also available when the person you dialed does not answer and you are leaving a message.

Compose and Send a Message

1. Do one of the following:
   • make a call to a person and leave them a voice mail message, or
   • access the voice mail system, then press 7 to compose a message.

2. Enter the phone or distribution group number and listen for the system response.

<table>
<thead>
<tr>
<th>If the number is an extension or distribution group number and the number is</th>
<th>The system plays the</th>
</tr>
</thead>
<tbody>
<tr>
<td>invalid.</td>
<td>invalid announcement.</td>
</tr>
<tr>
<td>valid and a name is recorded and can be played.</td>
<td>recorded name.</td>
</tr>
<tr>
<td>valid and a name is not recorded or cannot be played.</td>
<td>entered digits.</td>
</tr>
</tbody>
</table>

3. Do one of the following:
   • press # to enter another number or,
   • press ## if this is the only (or last) person or group to receive the message.

4. Record your message after the tone and press # when finished.

5. You are prompted to perform one of the following:
6. Press a number to act on your message.
   • If you pressed 1, your message is sent and voice mail disconnects.
   • If you pressed 2, you are returned to the prompt to record your message. Record again and follow the prompts.
   • If you pressed 3, your message is played back to you and you are then prompted to perform an action from the previous list.
   • If you pressed 4, go to step 7.

7. Press a number to set any message delivery options.
   • Press 1 to mark the message as urgent
   • Press 2 to mark the message as private
   • Press 3 to mark the message as return receipt requested (you want to be notified when the recipient access the message)
   • Press 4 to clear message options
   • Press * to return to the voice mail main menu

8. If you pressed any key from 1-4, you are returned to the Compose Message menu (step 6).

9. Repeat steps 6-8 until you press 1 to send or * to return to the voice mail main menu or hang up.

**Marking a Message as Urgent**

To mark a message as urgent, which places it in the recipient(s) voice mailbox before any regular messages, follow these steps:

1. Record a message.
2. Press #.
3. Press 9 to mark as urgent and send.

**NOTE:** If your system administrator has turned on message notification, messages marked as urgent will automatically notify the recipient that they have an urgent voice message.
Changing Your Password

The system default for your voice mail password is your extension number. To keep others from listening to your voice mail messages, you should change your password to something only you know.

1. Access the voice mail system.
2. Press 3 to change your password.
3. Enter your new password by pressing numbers on the keypad followed by #.
4. Enter your new password again. A prompt will tell you if you have successfully changed your password.

**NOTE:** If you have messages in your voice mail box, but you want to skip them and change your password, press * to get the main menu, then follow the above steps. Otherwise listen to your messages and then follow the above steps.

Skipping the Mail Menu to Hear Messages

To immediately begin listening to voice mail, press # during the voice mail menu announcement.

Returning to the Auto Attendant or Operator

When calling from outside of the VoIP system, you can escape from voice mail to the auto attendant or operator using the star (*) key. Press * to move from the selected option to the previous menu. When you reach the main voice mail menu, press * to transfer to the main number or operator, depending on your system configuration.

Zeroing Out to a Custom Operator

When callers reach your voice mail, you can give them the option to leave a message or dial zero (0) and reach your custom operator (which may be the auto attendant or another phone number). By default, the system will route callers to the auto attendant when they press zero. You can change the destination from the voice mail main menu.

**TIP:** When you record your greetings, be sure to tell callers than they can press zero (0) to be transferred to the auto attendant or to your designated alternate phone number.

**NOTE:** This feature is not supported for stand-alone mailboxes.
To hear or change where pressing zero (0) goes, follow these steps:

1. Access the voice mail system.
2. Press 8 to hear or change your custom operator selection.
3. You should hear an announcement that your custom operator is a phone number you previously programmed or the default selection.

**NOTE:** If a custom operator is not available, you will hear a message to that effect.

4. Do one of the following:
   - Press 1 to change your custom operator number, see step 5.
   - Press 2 to restore the default custom operator, see step 6.
   - Press * to return to the voice mail main menu, see step 7.

5. If you pressed 1, enter your custom operator number, press # and listen to the confirmation announcement.
6. If you pressed 2, listen to the announcement that your default custom operator has been restored.
7. If you pressed *, listen to the voice mail main menu.

**NOTE:** Entered numbers must match a valid dial plan, cannot be the same extension as your mailbox, and you must be able to dial the number entered from your phone. You will receive an error message if you enter an invalid number or are not allowed to enter a long distance number as your custom operator.

**TIP:** If you cannot make long distance calls from your phone and attempt to enter a long distance number as the custom operator without the access codes, the system will accept the digits, but when the caller presses zero (0), the call will be disconnected.

### Replaying a Message

To replay a voice mail message, press 7.

### Saving a Message

To save a voice mail message, press 5.

**NOTE:** When you save a voice mail message, the message is moved to the saved messages, and is unavailable until you exit and re-enter voice mail.
Skipping to the Next Message

To skip to the next voice mail message, press 8 while listening to the message header or message handling options. During the message, press # to skip to the next message.

Deleting a Message

To delete a voice mail message, press 4.

NOTE: When you delete a voice mail message, the message is deleted, but the caller ID and message received information (date, time, etc.) remains in the inbox listing until you exit voice mail.

Forwarding a Message to Another Mailbox

To forward a voice mail message to another mailbox, follow these steps:


   You hear a prompt to enter the number of the person(s) to whom you want to forward the message.

2. Enter the phone or distribution group number and listen for the system response.

3. Do one of the following:
   • press # to enter another number or,
   • press ## if this is the only (or last) person or group to receive the forwarded message.

4. You get a prompt to leave an introduction to the forwarded message:
   a. Record your introductory message.

      To forward the voice mail immediately without an introductory message, press # immediately after the prompt.
   b. Press # to accept the message.
5. Choose one of the following options to finish forwarding:
   • Press 1 to forward the message.
   • Press 2 to change the introductory message.
   • Press 3 to review the introductory message.
   • Press 9 to mark urgent and forward.
   • Press * to cancel the forward.

   *Press * at anytime to cancel the forward. If you press *, you must reenter the extension(s) and any desired introduction.*

**RePLYING TO A MESSAGE**

To reply to a message you receive:

1. Press 2 to reply to the message.
   
   *You hear a prompt to record your reply.*

2. Record your reply message.

3. Press # to accept your message.

   *Your voice mail system gives you the following options:*
   • Press 1 to send reply.
   • Press 2 to change reply.
   • Press 3 to review reply.
   • Press 9 to mark urgent and reply.
   • Press * to cancel the reply and re-record.

   *You hear the message options again.*

**Dialing Back a Caller**

To dial a caller who left a message (if Caller ID information is available):

   Press 3.

**Sending a Message Directly to an Extension**

You can send a voice mail message directly to an extension without dialing their extension and having to wait for the call to roll to the voice mail system.

To go directly to someone’s voice mailbox:

1. Dial 577 (or the code provided by your system administrator) on the keypad. You hear a voice prompt to enter the extension number of the person you want to send a message to.
2. Dial the extension number.  
   You hear a greeting and voice prompt to enter a message.
3. Record your message and hang up.

**NOTE:** You can press * on your phone at any time during the greeting to skip to the end of it.

---

### Personal Greetings

You can record a different voice mail greeting for each of the conditions that transfers a caller to your voice mailbox:

- when your phone rings and you don’t answer it (the “No Answer” greeting)
- when you have activated the Do Not Disturb feature (if this feature is provided on your telephone)
- when you are talking on the phone (the “Busy” greeting)

Additional features include the ability to:

- Record your name so that when you leave messages for other users, they will hear your name instead of your extension.
- Replace your personal greetings with the default greetings.

**Tip:** When you create your greeting be sure to tell the caller they can dial zero (0) to reach either the automated attendant or the person you have programmed to answer “zero out” calls.

### Recording Personalized Mailbox Greetings

To record a personalized greeting:

1. Access the voice mail system.
2. Press **5** from the main voice mail menu and choose the greeting you want to record by pressing the corresponding digit key.
   - Press **1** to record the No Answer greeting.
   - Press **2** to record the Do Not Disturb greeting.
   - Press **3** to record the Busy greeting.
   - Press **4** to record your name.
   - Press **5** to replace your personal greetings with the default greetings.
   - Press * to return to the main menu.
3. Press # to finish recording.
4. Do one of the following:
• Press 1 to review the recording and return to this menu.
• Press 2 to delete and re-record your greeting.
• Press 3 to save and use the recording.

Listening to Your Greetings

You may want to check your personalized greetings to make sure they are still appropriate.

1. Access the voice mail system.
2. Press 4 from the main voice mail menu and choose the greeting you want to play by pressing the corresponding digit key.
   • Press 1 to play the No Answer greeting.
   • Press 2 to play the Do Not Disturb greeting.
   • Press 3 to play the Busy greeting.
   • Press 4 to play your name.
   • Press * to return to the main menu.

Receiving Voice Mail Notification

The system provides the ability for you to be notified via email, phone or pager that you have received a voice message. You must set this service up with your system administrator or through the Web Portal.

Mobile devices support different types of alerts:

• Basic numeric pages accept only keypad phone digits (1-0, *, and #).
• Cell phones support voice streaming.
• Some cell phone models can receive text-only e-mails.
• E-mail pagers can accept text-only e-mail messages.

You may choose to be alerted:

• Each time you receive any voice message.
• Only when you receive a message marked as urgent.

What You Receive with Voice Mail Notification

**Pager** - You receive the information you entered in the *Pager Message* field when you set up the pager option with the system administrator. The information could be the phone number of the voice mail system or a code that means something to you.
Voice - The system will ring the phone that you specified in the Phone Number field when the paging notification was set up. When you answer the phone call, a voice prompt plays a welcome announcement followed by a request for your voice mail account password. Enter the password and listen to the normal voice mail menu options. If the voice message is marked as "Urgent", the first voice message you receive is the urgent message.

NOTE: If the phone you are retrieving the page notification on is a VoIP phone, it may be configured in a different language than your own IP phone. If it is, the system will play the prompts in the language of the phone that you are receiving the message on.

When someone leaves a voice mail message on your phone, the system immediately dials your notification destination. The system tries to reach you every five minutes, up to three times if you don’t answer. If you take the call, but you don’t enter the password at the prompt, the system acts like you never answered the call and continues trying to reach you as stated above. If you have caller ID, your “office” phone number/name is displayed as the caller.

E-Mail - The message you receive reads as follows:

- Subject: Voice Mail from <calling party>
- Body: the text you enter (for example, Important voice mail, check immediately.)
- calling party = name, if known, and telephone number
- date = system date
- time = system time

NOTE: If the system administrator left the body text empty, you get as the body: calling party called you on “date” at “time”.

Managing Distribution Groups

The following options are available when you access the distribution groups menu item:

- “Creating a New Group” on page 95
- “Editing or Modifying a Group” on page 96
- “Deleting a Group” on page 98
- “Listening to a List of Distribution Groups” on page 99

Creating a New Group

1. Access the voice mail system.
2. Press 6 for distribution groups.

3. Press 3 to create a group.

4. Enter the number of the group to be created and record the name of the group.
   - The group number must be within the allowed range and cannot already exist as a group.
   - If the voicemail account is corporate, then allowed range is 10-79.
   - If the voicemail account is personal, then the allowed range is 80-99.

5. Press # to confirm or * to cancel.

6. Enter a phone number to be included in the group and listen for the system response.

<table>
<thead>
<tr>
<th>If the number is an extension or distribution group number and the number is</th>
<th>The system plays the</th>
</tr>
</thead>
<tbody>
<tr>
<td>invalid</td>
<td>invalid announcement</td>
</tr>
<tr>
<td>valid and a name is recorded and can be played</td>
<td>recorded name</td>
</tr>
<tr>
<td>valid and a name is not recorded or cannot be played</td>
<td>entered digits</td>
</tr>
</tbody>
</table>

7. Do one of the following:
   - press # to enter another number or,
   - press ## if this is the only (or last) person or group to receive the message.

**TIP:** A group can be created without any members in it. Members can be added later by using the edit menu to add members. To create a group with no members, follow the previous steps with one exception. When prompted to enter members, just press the # key.

**NOTE:** To create group (corporate or company) distribution lists, you must access the voice mailbox for your company’s main number.

### Editing or Modifying a Group

1. Access the voice mail system.

2. Press 6 for distribution groups.

3. Press 2 to edit a group.

4. Enter the number of the group to be edited.

5. Press a number to select an option from the edit menu:
   - List all members - press 1
   - Add a member - press 2
• Delete a member - press 3
• Play the group name - press 4
• Change the name - press 5
• Go back to the previous menu - press *.

NOTE: To edit group (corporate or company) distribution lists, you must access the voice mailbox for your company’s main number. If the group does not exist, the user will hear “The group number xx does not exist, Please try again.”

Listing All Group Members

If you pressed 1 for a list of all distribution group members, the following happens:

1. The total number of members in the group is announced.
2. The extension of each member is announced.
3. Press # to skip to the next entry in the list before the number being announced is finished.

Adding a Member to the Group

If you pressed 2 to add a distribution group member, do the following:

1. After the prompt, enter the number of the member you wish to add and listen for the system response.

<table>
<thead>
<tr>
<th>If the number is an extension or distribution group number and the number is</th>
<th>The system plays the</th>
</tr>
</thead>
<tbody>
<tr>
<td>invalid</td>
<td>invalid announcement</td>
</tr>
<tr>
<td>valid and a name is recorded and can be played</td>
<td>recorded name</td>
</tr>
<tr>
<td>valid and a name is not recorded or cannot be played</td>
<td>entered digits</td>
</tr>
</tbody>
</table>

2. Press the # key to add the user or * key to cancel.
   • If you press # and the member does not already exist, you will hear “The member has been successfully added to this group.”
   • If you press # and the member already exists, you will hear “The member already exists in this group, please try again.”
   • If you press *, you will be asked to reenter the extension number to add.

Deleting a Group Member

If you pressed 3 to delete a distribution group member, do the following:
1. After the prompt, enter the extension number of the member you wish to delete and press the # sign.

<table>
<thead>
<tr>
<th>If the number is an extension or distribution group number and the number is</th>
<th>The system plays the</th>
</tr>
</thead>
<tbody>
<tr>
<td>invalid</td>
<td>invalid announcement</td>
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<tr>
<td>valid and a name is recorded and can be played</td>
<td>recorded name</td>
</tr>
<tr>
<td>valid and a name is not recorded or cannot be played</td>
<td>entered digits</td>
</tr>
</tbody>
</table>

2. Press the # key to delete the user or * key to cancel.
   - If you press # and the member exists, you will hear “The member has been successfully deleted from this group.”
   - If you press # and the member does not exist, you will hear “The member does not exist in this group, please try again.”
   - If you press *, you will be asked to reenter the extension number to delete.

**Playing the Group Name**

If you pressed 4 to play the name of the distribution group, the voice mail system plays the previously recorded name of this group. If there is no recording for this group, you will hear “Unknown.”

**Changing the Group Name**

If you pressed 5 to change the name of the distribution group, do the following:

1. The voicemail system plays the prompt:
   “Please record the name for this group after the tone, when your recording is complete press the # key.”

2. Record the new name for the group.

3. Press the # sign.

**NOTE:** To change the group name of a (corporate or company) distribution list, you must be in the mailbox for your company’s main number.

**Deleting a Group**

1. Access the voice mail system.
2. Press 6 for distribution groups.
3. Press 4 to delete a group.
4. Enter the number of the group to be deleted.
5. Press # to confirm this is the correct group or * to reject the group.
   
   *If you entered the wrong group number and pressed *, you will be prompted for the number of the group to delete. Enter a different group number or press * again to return to the distribution group menu.*

6. Press # to finish the delete or press * to cancel the delete process and return to the distribution group menu.

**NOTE:** To delete group (corporate or company) distribution lists, you must access the voice mailbox for your company’s main number.

---

**Listening to a List of Distribution Groups**

1. Access the voice mail system.
2. Press 6 for distribution groups.
3. Press 1 to list all your groups.
4. Listen to the playback of your groups as follows
   - the number of groups
   - the group number
   - the group name
     - If there is no recording for the group name, you will hear “Unknown”.
     - The corporate group 10 will always be named as “Everyone”.
   - the total number of members in the group.

While reviewing the list of groups, you can skip to the next group by pressing or clicking the # button.

**NOTE:** To list all group (corporate or company) distribution lists, you must access the voice mailbox for your company’s main number.

---

**Exiting the Voice Mail System**

To exit the voice mail system, simply hang up.
This chapter describes the Option A Voice Mail system. Your service provider will notify you which Voice Mail system you have.

In this section:

✓ “Accessing Voice Mail” on page 102
✓ “Menus and Commands” on page 105
✓ “Using Controls While Playing Messages” on page 109
✓ “Composing Messages before Sending” on page 110
✓ “Changing Your Password” on page 111
✓ “Skipping the Mail Menu to Hear Messages” on page 112
✓ “Returning to the Auto Attendant or Operator” on page 112
✓ “Zeroing Out to a Custom Operator” on page 112
✓ “Replaying a Message” on page 113
✓ “Saving a Message” on page 113
✓ “Skipping to the Next Message” on page 113
✓ “Deleting a Message” on page 114
✓ “Forwarding a Message to Another Mailbox” on page 114
✓ “Replying to a Message” on page 115
✓ “Dialing Back a Caller” on page 115
✓ “Sending a Message Directly to an Extension” on page 115
✓ “Personal Greetings” on page 116
✓ “Receiving Voice Mail Notification” on page 117
✓ “Managing Distribution Groups” on page 118
✓ “Exiting the Voice Mail System” on page 122
Accessing Voice Mail

You can access the voice mail system on your phone by dialing the star code (default *09) or by pressing the voice mail button ☑.

If you mouse-over the voice mail button, a tooltip will tell you how many new and old messages you currently have.

System settings determine the number (and length) of voice mail messages that are stored in your voice mailbox. If supported by your system, callers can press “0” while they are “in” your mailbox to transfer to your main number or operator.

The voice mail system also provides both personal and group distribution lists which let you send a voice mail to a defined group of people as easily as sending a voice mail to a single user. Combining the ability to compose a voice mail message before sending it with a distribution list, you can easily create and send a voice mail message to multiple users or lists.

NOTE: The voice mail system can only save a certain number messages as configured by your service provider. If the maximum number of messages is reached and you receive a new voice mail message, it will not be stored. You must delete some old voice mail messages to receive any more.

You can access your voice mailbox from several different sources:

- “Access from Your SoftPhone” on page 102
- “Access from any Other Internal Phone” on page 102
- “Access from any Outside Touchtone Phone” on page 103
- “Access from the Email Program on Your PC” on page 104

Access from Your SoftPhone

1. Click the Voice Mail button ☑ or dial *09 to access your voice mail system.
2. Enter your password (if required).
   
   If you have new voice mail, the messages are identified and played. Otherwise, you will be prompted with choices to play your inbox messages, play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.
3. Click the corresponding digit on your phone to select the desired voice mail function.

Access from any Other Internal Phone

1. Dial 555 (or the code provided by your system administrator).
NOTE: Some phones may require a # after the dialed digits in order to dial the number. If you do not hear the greeting immediately after dialing the last digit, Press # to complete dialing.

You hear a welcome greeting and are prompted to enter your extension number.

2. Enter your extension number. You are prompted to enter your password.

3. Enter your numeric password, followed by the # key.

   If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.

4. Press the corresponding digit on your phone to select the desired voice mail function.

Access from any Outside Touchtone Phone

Dialing Main Number

1. Dial your main telephone number for the Auto Attendant feature and press 555 (or the code provided by your system administrator).

   You hear a welcome greeting and are prompted to enter your extension number.

NOTE: If your system is set up for direct voice mail access, dial the telephone number you have been given for voice mail system access by your system administrator.

2. Enter your extension number.

3. You will be prompted to enter your password.

4. Enter your numeric password, followed by the # key.

   If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.

5. Press the corresponding digit on your phone to select the desired voice mail function.

NOTE: Pressing the * key from the main voice mail menu will send you to the main auto-attendant menu. You may then dial extension numbers to reach internal parties or access any other feature available from the auto attendant.
Dialing Your Telephone

1. Call your telephone number.

**NOTE:** You must be able to dial your number directly from outside the system to use this method.

2. Wait for your phone to forward to your voice mail mailbox.
3. Press the * key.
4. You will be prompted to enter your password.
5. Enter your numeric password, followed by the # key.

*If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.*

6. Press the corresponding digit on your phone to select the desired voice mail function.

**NOTE:** Pressing the * key from the main voice mail menu will send you to the main auto-attendant menu. You may then dial extension numbers to reach internal parties or access any other feature available from the auto attendant.

Access from the Email Program on Your PC

You may be able to forward your voice mail using a program like Web Portal, or if your service provider has configured your system with unified messaging.

1. Open your email reader.
2. Open the email message containing the voice mail.

- Open the attachment in the email message.
  - If this is the first time you have opened a voice mail in your email application, you will be asked to associate the file type to the media player you wish to use to listen to the voice mail file type.

3. Your default media player will open.
   - If you get an error message, the voice mail has not been recorded in a compatible file format and cannot be played.

4. Select “open the file” on the dialog box that appears to play the message.
The voice mail message plays concurrently with any audio (such as music CDs or streaming music) coming from your speakers. Stop or mute other features before playing the voice mail message to increase the clarity of the message. DO NOT mute the other applications by clicking on the speaker in the Windows System Tray since this will mute the speakers for all sources, including the voice mail you are trying to play. Also remember to check the volume level on your speakers before playing any voice mail messages.

6. Close the media player when you are finished listening to voice mails.

Menus and Commands

The following commands allow you to access your voice mail system.

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Top Menu</strong></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Play inbox messages</td>
</tr>
<tr>
<td>2</td>
<td>Compose a message</td>
</tr>
<tr>
<td>3</td>
<td>Play saved messages</td>
</tr>
<tr>
<td>4</td>
<td>Playback personal greetings</td>
</tr>
<tr>
<td>5</td>
<td>Record personal greetings (for options see “Voice Mail Personal Greeting List” on page 107)</td>
</tr>
<tr>
<td>6</td>
<td>Access personal distribution groups (for options see “Voice Mail Distribution List” on page 108)</td>
</tr>
<tr>
<td>7</td>
<td>Change password</td>
</tr>
<tr>
<td>8</td>
<td>Hear or change custom operator number (Not supported for stand-alone mailboxes) [for options see “Voice Mail Custom Operator (Zero Out) List” on page 109)</td>
</tr>
<tr>
<td>* (star)</td>
<td>Exit the voice mail system</td>
</tr>
</tbody>
</table>

**Play Control Keys**

| * (star) | When pressed while sender, date, and time information (message header) is playing, returns to Alternate Voice Mail Top Menu |
|          | When pressed while message is playing, returns to message header. |
| #        | When pressed while message header is playing, goes to directly to the message. |
|          | When pressed while message is playing, goes to Message Handling Control Menu. |
Table 12: Voice Mail Menu Keys

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Rewind</td>
</tr>
<tr>
<td>11</td>
<td>Rewind to the beginning</td>
</tr>
<tr>
<td>2</td>
<td>Pause/Resume</td>
</tr>
<tr>
<td>3</td>
<td>Fast Forward</td>
</tr>
<tr>
<td>33</td>
<td>Fast Forward to the end</td>
</tr>
</tbody>
</table>

**Message Handling Message Control Menu**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>* (star)</td>
<td>Return to Alternate Voice Mail Top Menu</td>
</tr>
<tr>
<td>#</td>
<td>Next message</td>
</tr>
<tr>
<td>4</td>
<td>Replay message</td>
</tr>
<tr>
<td>6</td>
<td>Forward</td>
</tr>
<tr>
<td>7</td>
<td>Delete</td>
</tr>
<tr>
<td>8</td>
<td>Reply</td>
</tr>
<tr>
<td>9</td>
<td>Save</td>
</tr>
<tr>
<td>88</td>
<td>Call originator</td>
</tr>
</tbody>
</table>

Table 13: Voicemail Message Handling Controls

<table>
<thead>
<tr>
<th>Feature</th>
<th>Before Mail Message</th>
<th>After Mail Message</th>
<th>During Mail Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rewind</td>
<td>NA</td>
<td>NA</td>
<td>1</td>
</tr>
<tr>
<td>Rewind to beginning</td>
<td>NA</td>
<td>NA</td>
<td>11</td>
</tr>
<tr>
<td>Fast Forward</td>
<td>NA</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>Fast Forward to end</td>
<td>NA</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>Next</td>
<td>#</td>
<td>#</td>
<td>NA</td>
</tr>
<tr>
<td>Pause/Unpause Play</td>
<td>NA</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>Main Menu</td>
<td>*</td>
<td>*</td>
<td>NA</td>
</tr>
<tr>
<td>Return to message header</td>
<td>NA</td>
<td>NA</td>
<td>*</td>
</tr>
<tr>
<td>Message Handling Menu</td>
<td>NA</td>
<td>NA</td>
<td>#</td>
</tr>
</tbody>
</table>
Table 14: Voice Mail Message Controls

<table>
<thead>
<tr>
<th>Feature</th>
<th>Before Mail Message</th>
<th>After Mail Message</th>
<th>During Mail Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Return to Envelope</td>
<td>NA</td>
<td>NA</td>
<td>* (star)</td>
</tr>
<tr>
<td>Return to Previous Menu</td>
<td>* (star)</td>
<td>* (star)</td>
<td>NA</td>
</tr>
<tr>
<td>Skip Envelope</td>
<td>#</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Go to Next Message</td>
<td>NA</td>
<td>#</td>
<td>NA</td>
</tr>
<tr>
<td>Rewind</td>
<td>NA</td>
<td>NA</td>
<td>1</td>
</tr>
<tr>
<td>Rewind to the beginning</td>
<td>NA</td>
<td>NA</td>
<td>11</td>
</tr>
<tr>
<td>Pause/Resume</td>
<td>NA</td>
<td>NA</td>
<td>2</td>
</tr>
<tr>
<td>Fast Forward</td>
<td>NA</td>
<td>NA</td>
<td>3</td>
</tr>
<tr>
<td>Fast Forward to the end</td>
<td>NA</td>
<td>NA</td>
<td>33 or #</td>
</tr>
<tr>
<td>Replay message</td>
<td>NA</td>
<td>4</td>
<td>#4</td>
</tr>
<tr>
<td>Forward</td>
<td>NA</td>
<td>6</td>
<td>#6</td>
</tr>
<tr>
<td>Delete</td>
<td>NA</td>
<td>7</td>
<td>#7</td>
</tr>
<tr>
<td>Reply</td>
<td>NA</td>
<td>8</td>
<td>#8</td>
</tr>
<tr>
<td>Save</td>
<td>NA</td>
<td>9</td>
<td>#9</td>
</tr>
<tr>
<td>Call originator</td>
<td>NA</td>
<td>88</td>
<td>#88</td>
</tr>
</tbody>
</table>

Table 15: Voice Mail Personal Greeting List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No Answer greeting</td>
</tr>
<tr>
<td>2</td>
<td>Do Not Disturb greeting</td>
</tr>
<tr>
<td>3</td>
<td>Busy greeting</td>
</tr>
<tr>
<td>4</td>
<td>Name greeting</td>
</tr>
<tr>
<td>5</td>
<td>Replace personal greetings with default greetings</td>
</tr>
<tr>
<td>* (star)</td>
<td>Return to main voice mail menu</td>
</tr>
</tbody>
</table>
### Table 16: Voice Mail Personal Greeting Confirmation List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Review greeting</td>
</tr>
<tr>
<td>2</td>
<td>Delete and re-record greeting</td>
</tr>
<tr>
<td>3</td>
<td>Save and use greeting</td>
</tr>
</tbody>
</table>

### Table 17: Voice Mail Distribution List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hear a list of all distribution groups</td>
</tr>
<tr>
<td>2</td>
<td>Edit a distribution group</td>
</tr>
<tr>
<td>3</td>
<td>Create a distribution group</td>
</tr>
<tr>
<td>4</td>
<td>Delete a distribution group</td>
</tr>
<tr>
<td>* (star)</td>
<td>Return to main voice mail menu</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 - list of members</td>
</tr>
<tr>
<td></td>
<td>2 - add a member</td>
</tr>
<tr>
<td></td>
<td>3 - delete a member</td>
</tr>
<tr>
<td></td>
<td>4 - hear the group name</td>
</tr>
<tr>
<td></td>
<td>5 - change the name</td>
</tr>
</tbody>
</table>

### Table 18: Voice Mail Compose List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Send message</td>
</tr>
<tr>
<td>2</td>
<td>Change message (re-record)</td>
</tr>
<tr>
<td>3</td>
<td>Review message (listen to recorded message)</td>
</tr>
<tr>
<td>4</td>
<td>Set message options (for options see “Voice Mail Message Options List” on page 108)</td>
</tr>
<tr>
<td>* (star)</td>
<td>Return to main voice mail menu</td>
</tr>
</tbody>
</table>

### Table 19: Voice Mail Message Options List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Marks message as Urgent</td>
</tr>
<tr>
<td>2</td>
<td>Marks message as Private (it cannot be forwarded)</td>
</tr>
</tbody>
</table>
NOTE: Occasionally a return receipt may be returned without the recipient hearing the message if your message is the first new message and the recipient hangs up or skips to the next message before listening to the message.

NOTE: Selecting any of the numbered options immediately returns to the Voice Mail Compose List. This is also true for callers leaving voice mail who select options after leaving their voice mail.

### Using Controls While Playing Messages

The system provides you with message control options as described in the following sections.

#### Rewind/Fast Forward

While listening to a message follow these steps:

- Press 1 to skip back in 5 second increments.
- Press 3 to skip forward in 5 second increments.
- Repeat the process to further rewind or fast forward.

#### Rewind to the Beginning of a Message

If you want to return to the beginning of the message:

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Requests Return Receipt - you are notified recipient as accessed the message</td>
</tr>
<tr>
<td>9</td>
<td>Clears all options</td>
</tr>
<tr>
<td>* (star)</td>
<td>Return to main voice mail menu</td>
</tr>
</tbody>
</table>

### Table 20: Voice Mail Custom Operator (Zero Out) List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Change number of custom operator (zero out target)</td>
</tr>
<tr>
<td>2</td>
<td>Restore default number of custom operator (zero out target)</td>
</tr>
<tr>
<td>* (star)</td>
<td>Return to main voice mail menu</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 Requests Return Receipt - you are notified recipient as accessed the message</td>
<td></td>
</tr>
<tr>
<td>9 Clears all options</td>
<td></td>
</tr>
<tr>
<td>* (star) Return to main voice mail menu</td>
<td></td>
</tr>
</tbody>
</table>
• Press 11.

Fast Forward to the End of a Message

If you want to forward to the end of a message:

• Press 33.

Pause Play of a Message

To pause play of a message or to resume play of a paused message:

• Press 2.

Composing Messages before Sending

The compose feature of the voice mail system allows you to record a message and review or change it before sending it to any number of users or distribution groups. You first enter the extensions and distribution group numbers of the recipients and then record and send your message.

The same options that are available under the Compose function are also available when the person you dialed does not answer and you are leaving a message.

Compose and Send a Message

1. Do one of the following:
   • make a call to a person and leave them a voice mail message, or
   • access the voice mail system, then press 2 to select compose a message.

2. Enter the phone numbers or group numbers of those persons you want to receive the message followed by the # key.

3. When you are finished, press # again to complete your mailing list.

4. Record your message after the tone and press # when finished.

5. You are prompted to perform one of the following:
   • Press 1 to send
   • Press 2 to change
   • Press 3 to review (your message is played back to you)
   • Press 4 to set message options

6. Press a number to act on your message.
   • If you pressed 1, your message is sent and voice mail disconnects.
   • If you pressed 2, you are returned to the prompt to record your message. Record again and follow the prompts.
• If you pressed 3, your message is played back to you and you are then prompted to perform an action from the previous list.
• If you pressed 4, go to step 7.

7. Press a number to set any message delivery options.
• Press 1 to mark the message as urgent
• Press 2 to mark the message as private
• Press 3 to mark the message as return receipt requested (you want to be notified when the recipient access the message)
• Press 4 to clear message options
• Press * to return to the voice mail main menu

8. If you pressed any key from 1 -4, you are returned to the Compose Message menu (step 6).

9. Repeat steps 6 - 8 until you press 1 to send or * to return to the voice mail main menu or hang up.

Marking a Message as Urgent

To mark a message as urgent, which places it in the recipient(s) voice mailbox before any regular messages, follow these steps:

1. Record a message.
2. Press #.
3. Press 1 to mark as urgent and send.

**NOTE:** If your system administrator has turned on message notification, messages marked as urgent will automatically notify of the recipient that they have an urgent voice message.

Changing Your Password

The system default for your voice mail password is your extension number. To keep others from listening to your voice mail messages, you should change your password to something only you know.

1. Access the voice mail system.
2. Press 7 to change your password.
3. Enter your new password by pressing numbers on the keypad followed by #.
4. Enter your new password again. A prompt will tell you if you have successfully changed your password.
**NOTE:** If you have messages in your voice mail box, but you want to skip them and change your password, press * to get the main menu, then follow the above steps. Otherwise listen to your messages and then follow the above steps.

---

**Skipping the Mail Menu to Hear Messages**

To immediately begin listening to voice mail, press # during the voice mail menu announcement.

---

**Returning to the Auto Attendant or Operator**

When calling from outside of the VoIP system, you can escape from voice mail to the auto attendant or operator using the star (*) key. Press * to move from the selected option to the previous menu. When you reach the main voice mail menu, press * to transfer to the main number or operator, depending on your system configuration.

---

**Zeroing Out to a Custom Operator**

When callers reach your voice mail, you can give them the option to leave a message or dial zero (0) and reach your custom operator (which may be the auto attendant or another phone number). By default, the system will route callers to the auto attendant when they press zero. You can change the destination from the voice mail main menu.

*Tip:* When you record your greetings, be sure to tell callers than they can press zero (0) to be transferred to the auto attendant or to your designated alternate phone number.

**NOTE:** This feature is not supported for stand-alone mailboxes.

To hear or change where pressing zero (0) goes, follow these steps:

1. Access the voice mail system.
2. Press 8 to hear or change your custom operator selection.
3. You should hear an announcement that your custom operator is a phone number you previously programmed or the default selection.

**NOTE:** If a custom operator is not available, you will hear a message to that effect.

4. Do one of the following:
• Press 1 to change your custom operator number, see step 5.
• Press 2 to restore the default custom operator, see step 6.
• Press * to return to the voice mail main menu, see step 7.

5. If you pressed 1, enter your custom operator number, press # and listen to the confirmation announcement.

6. If you pressed 2, listen to the announcement that your default custom operator has been restored.

7. If you pressed *, listen to the voice mail main menu.

**NOTE:** Entered numbers must match a valid dial plan, cannot be the same extension as your mailbox, and you must be able to dial the number entered from your phone. You will receive an error message if you enter an invalid number or are not allowed to enter a long distance number as your custom operator.

**TIP:** If you cannot make long distance calls from your phone and attempt to enter a long distance number as the custom operator without the access codes, the system will accept the digits, but when the caller presses zero (0), the call will be disconnected.

### Replaying a Message

To replay a voice mail message, press 4.

### Saving a Message

To save a voice mail message, press 9.

**NOTE:** When you save a voice mail message, the message is moved to the saved messages, and is unavailable until you exit and re-enter voice mail.

### Skipping to the Next Message

To skip to the next voice mail message:

• Press ### while listening to the message header
• Press ## while listening to the message.
• Press # while listening to the message handling options.
Deleting a Message

To delete a voice mail message, press 7.

**NOTE:** When you delete a voice mail message, the message is deleted, but the caller ID and message received information (date, time, etc.) remains in the inbox listing until you exit voice mail.

Forwarding a Message to Another Mailbox

To forward a voice mail message to another mailbox, follow these steps:

   
   *You hear a prompt to enter the number of the person(s) to whom you want to forward the message.*

2. Enter the phone or distribution group number and listen for the system response.

<table>
<thead>
<tr>
<th>If the number is an extension or distribution group number and the number is</th>
<th>The system plays the</th>
</tr>
</thead>
<tbody>
<tr>
<td>invalid</td>
<td>invalid announcement</td>
</tr>
<tr>
<td>valid and a name is recorded and can be played</td>
<td>recorded name</td>
</tr>
<tr>
<td>valid and a name is not recorded or cannot be played</td>
<td>entered digits</td>
</tr>
</tbody>
</table>

3. Do one of the following:
   
   - press # to enter another number or,
   - press ## if this is the only (or last) person or group to receive the forwarded message.

4. You get a prompt to leave an introduction to the forwarded message:
   
   a. Record your introductory message.

   *To forward the voice mail immediately without an introductory message, press # immediately after the prompt.*

   b. Press # to accept the message.

5. Choose one of the following options to finish forwarding:
   
   - Press 1 to forward the message.
   - Press 2 to change the introductory message.
   - Press 3 to review the introductory message.
   - Press 9 to mark urgent and forward.
• Press * to cancel the forward.

* at anytime to cancel the forward. If you press *, you must reenter the extension(s) and any desired introduction.

Replying to a Message

To reply to a message you receive:

1. Press 2 to reply to the message.
   
   You hear a prompt to record your reply.

2. Record your reply message.

3. Press # to accept your message.
   
   Your voice mail system gives you the following options:
   • Press 1 to send reply.
   • Press 2 to change reply.
   • Press 3 to review reply.
   • Press 9 to mark urgent and reply.
   • Press * to cancel the reply and re-record.

   You hear the message options again.

Dialing Back a Caller

To dial a caller who left a message (if Caller ID information is available):

Press 88.

Sending a Message Directly to an Extension

You can send a voice mail message directly to an extension without dialing their extension and having to wait for the call to roll to the voice mail system.

To go directly to someone's voice mailbox:

1. Dial 577 (or the code provided by your system administrator) on the keypad.
   
   You hear a voice prompt to enter the extension number of the person you want to send a message to.

2. Dial the extension number.
   
   You hear a greeting and voice prompt to enter a message.

3. Record your message and hang up.
NOTE: You can press * on your phone at any time during the greeting to skip to the end of it.

Personal Greetings

You can record a different voice mail greeting for each of the conditions that transfers a caller to your voice mailbox:

- when your phone rings and you don’t answer it (the “No Answer” greeting)
- when you have activated the Do Not Disturb feature (if this feature is provided on your telephone)
- when you are talking on the phone (the “Busy” greeting)

Additional features include the ability to:

- Record your name so that when you leave messages for other users, they will hear your name instead of your extension.
- Replace your personal greetings with the default greetings.

**TIP:** When you create your greeting be sure to tell the caller they can dial zero (0) to reach either the automated attendant or the person you have programmed to answer “zero out” calls.

Recording Personalized Mailbox Greetings

To record a personalized greeting:

1. Access the voice mail system.
2. Press 5 from the main voice mail menu and choose the greeting you want to record by pressing the corresponding digit key.
   - Press 1 to record the No Answer greeting.
   - Press 2 to record the Do Not Disturb greeting.
   - Press 3 to record the Busy greeting.
   - Press 4 to record your name.
   - Press 5 to replace your personal greetings with the default greetings.
   - Press * to return to the main menu.
3. Press # to finish recording.
4. Do one of the following:
   - Press 1 to review the recording and return to this menu.
   - Press 2 to delete and re-record your greeting.
   - Press 3 to save and use the recording.
Listening to Your Greetings

You may want to check your personalized greetings to make sure they are still appropriate.

1. Access the voice mail system.
2. Press 4 from the main voice mail menu and choose the greeting you want to play by pressing the corresponding digit key.
   - Press 1 to play the No Answer greeting.
   - Press 2 to play the Do Not Disturb greeting.
   - Press 3 to play the Busy greeting.
   - Press 4 to play your name.
   - Press * to return to the main menu.

Receiving Voice Mail Notification

The system provides the ability for you to be notified via email, phone or pager that you have received a voice message. You must set this service up with your system administrator or through the Web Portal.

Mobile devices support different types of alerts:

- Basic numeric pages accept only keypad phone digits (1-0, *, and #).
- Cell phones support voice streaming.
- Some cell phone models can receive text-only e-mails.
- E-mail pagers can accept text-only e-mail messages.

You may choose to be alerted:

- Each time you receive any voice message.
- Only when you receive a message marked as urgent.

What You Receive with Voice Mail Notification

**Pager** - You receive the information you entered in the *Pager Message* field when you set up the pager option with the system administrator. The information could be the phone number of the voice mail system or a code that means something to you.

**Voice** - The system will ring the phone that you specified in the *Phone Number* field when the paging notification was set up. When you answer the phone call, a voice prompt plays a welcome announcement followed by a request for your voice mail account password. Enter the password and listen to the normal voice mail menu options. If the voice message is marked as "Urgent", the first voice message you receive is the urgent message.
NOTE: If the phone you are retrieving the page notification on is a VoIP phone, it may be configured in a different language than your own IP phone. If it is, the system will play the prompts in the language of the phone that you are receiving the message on.

When someone leaves a voice mail message on your phone, the system immediately dials your notification destination. The system tries to reach you every five minutes, up to three times if you don’t answer. If you take the call, but you don’t enter the password at the prompt, the system acts like you never answered the call and continues trying to reach you as stated above. If you have caller ID, your “office” phone number/name is displayed as the caller.

E-Mail - The message you receive reads as follows:

- Subject: Voice Mail from <calling party>
- Body: the text you enter (for example, Important voice mail, check immediately.)
- calling party = name, if known, and telephone number
- date = system date
- time = system time

NOTE: If the system administrator left the body text empty, you get as the body: calling party called you on “date” at “time”.

Managing Distribution Groups

The following options are available when you access the distribution groups menu item:

- “Creating a New Group” on page 118
- “Editing or Modifying a Group” on page 119
- “Deleting a Group” on page 121
- “Listening to a List of Distribution Groups” on page 122

Creating a New Group

1. Access the voice mail system.
2. Press 6 for distribution groups.
3. Press 3 to create a group.
4. Enter the number of the group to be created and record the name of the group.
• The group number must be within the allowed range and cannot already exist as a group.
• If the voicemail account is corporate, then allowed range is 10-79.
• If the voicemail account is personal, then the allowed range is 80-99.

5. Press # to confirm or * to cancel.

6. Enter a phone number to be included in the group and listen for the system response.

<table>
<thead>
<tr>
<th>If the number is an extension or distribution group number and the number is</th>
<th>The system plays the</th>
</tr>
</thead>
<tbody>
<tr>
<td>invalid</td>
<td>invalid announcement</td>
</tr>
<tr>
<td>valid and a name is recorded and can be played</td>
<td>recorded name</td>
</tr>
<tr>
<td>valid and a name is not recorded or cannot be played</td>
<td>entered digits</td>
</tr>
</tbody>
</table>

7. Do one of the following:
• press # to enter another number or,
• press ## if this is the only (or last) person or group to receive the message.

_TIP_: A group can be created without any members in it. Members can be added later by using the edit menu to add members. To create a group with no members, follow the previous steps with one exception. When prompted to enter members, just press the # key.

**NOTE:** To create group (corporate or company) distribution lists, you must access the voice mailbox for your company’s main number.

**Editing or Modifying a Group**

1. Access the voice mail system.
2. Press 6 for distribution groups.
3. Press 2 to edit a group.
4. Enter the number of the group to be edited.
5. Press a number to select an option from the edit menu:
• List all members - press 1
• Add a member - press 2
• Delete a member - press 3
• Play the group name - press 4
• Change the name - press 5
• Go back to the previous menu - press *.
NOTE: To edit group (corporate or company) distribution lists, you must access the voice mailbox for your company’s main number. If the group does not exist, the user will hear “The group number xx does not exist, Please try again.”

Listing All Group Members

If you pressed 1 for a list of all distribution group members, the following happens:

1. The total number of members in the group is announced.
2. The extension of each member is announced.
3. Press # to skip to the next entry in the list before the number being announced is finished.

Adding a Member to the Group

If you pressed 2 to add a distribution group member, do the following:

1. After the prompt, enter the number of the member you wish to add and listen for the system response.

<table>
<thead>
<tr>
<th>If the number is an extension or distribution group number and the number is</th>
<th>The system plays the</th>
</tr>
</thead>
<tbody>
<tr>
<td>invalid</td>
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</tr>
<tr>
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</tr>
<tr>
<td>valid and a name is not recorded or cannot be played</td>
<td>entered digits</td>
</tr>
</tbody>
</table>

2. Press the # key to add the user or * key to cancel.
   • If you press # and the member does not already exist, you will hear “The member has been successfully added to this group.”
   • If you press # and the member already exists, you will hear “The member already exists in this group, please try again.”
   • If you press *, you will be asked to reenter the extension number to add.

Deleting a Group Member

If you pressed 3 to delete a distribution group member, do the following:

1. After the prompt, enter the extension number of the member you wish to delete and press the # sign.
2. Press the # key to delete the user or * key to cancel.
   - If you press # and the member exists, you will hear “The member has been successfully deleted from this group.”
   - If you press # and the member does not exist, you will hear “The member does not exist in this group, please try again.”
   - If you press *, you will be asked to reenter the extension number to delete.

Playing the Group Name

If you pressed 4 to play the name of the distribution group, the voice mail system plays the previously recorded name of this group. If there is no recording for this group, you will hear “Unknown.”

Changing the Group Name

If you pressed 5 to change the name of the distribution group, do the following:

1. The voicemail system plays the prompt:
   “Please record the name for this group after the tone, when your recording is complete press the # key.”
2. Record the new name for the group.
3. Press the # sign.

**NOTE:** To change the group name of a (corporate or company) distribution list, you must be in the mailbox for your company’s main number.

Deleting a Group

1. Access the voice mail system.
2. Press 6 for distribution groups.
3. Press 4 to delete a group.
4. Enter the number of the group to be deleted.
5. Press # to confirm this is the correct group or * to reject the group.
If you entered the wrong group number and pressed *, you will be prompted for the number of the group to delete. Enter a different group number or press * again to return to the distribution group menu.

6. Press # to finish the delete or press * to cancel the delete process and return to the distribution group menu.

NOTE: To delete group (corporate or company) distribution lists, you must access the voice mailbox for your company’s main number.

Listening to a List of Distribution Groups

1. Access the voice mail system.
2. Press 6 for distribution groups.
3. Press 1 to list all your groups.
4. Listen to the playback of your groups as follows
   • the number of groups
   • the group number
   • the group name
     • If there is no recording for the group name, you will hear “Unknown”.
     • The corporate group 10 will always be named as “Everyone”.
   • the total number of members in the group.

While reviewing the list of groups, you can skip to the next group by pressing or clicking the # button.

NOTE: To list all group (corporate or company) distribution lists, you must access the voice mailbox for your company’s main number.

Exiting the Voice Mail System

To exit the voice mail system, simply hang up.
Voice Mail Features (Option B Menu)

This chapter describes the Option B Voice Mail system. Your service provider will notify you which Voice Mail system you have.

In this section:

- “Accessing Your Voice Mail” on page 124
- “Menus and Commands” on page 127
- “Using Controls While Playing Messages” on page 130
- “Composing Messages before Sending” on page 131
- “Changing Your Password” on page 132
- “Skipping the Mail Menu to Hear Messages” on page 132
- “Returning to the Auto Attendant or Operator” on page 133
- “Zeroing Out to a Custom Operator” on page 133
- “Replaying a Message” on page 134
- “Saving a Message” on page 134
- “Skipping to the Next Message” on page 134
- “Deleting a Message” on page 134
- “Forwarding a Message to Another Mailbox” on page 134
- “Replying to a Message” on page 135
- “Dialing Back a Caller” on page 136
- “Sending a Message Directly to an Extension” on page 136
- “Personal Greetings” on page 136
- “Receiving Voice Mail Notification” on page 138
- “Managing Distribution Groups” on page 139
- “Exiting the Voice Mail System” on page 143
Accessing Your Voice Mail

You can access the voice mail system on your phone by dialing the star code (default *09) or by pressing the voice mail button 📩.

If you mouse-over the voice mail button, a tooltip will tell you how many new and old messages you currently have.

System settings determine the number (and length) of voice mail messages that are stored in your voice mailbox. If supported by your system, callers can press “0” while they are “in” your mailbox to transfer to your main number or operator.

The voice mail system also provides both personal and group distribution lists which let you send a voice mail to a defined group of people as easily as sending a voice mail to a single user. Combining the ability to compose a voice mail message before sending it with a distribution list, you can easily create and send a voice mail message to multiple users or lists.

NOTE: The voice mail system can only save a certain number messages as configured by your service provider. If the maximum number of messages is reached and you receive a new voice mail message, it will not be stored. You must delete some old voice mail messages to receive any more.

You can access your voice mailbox from several different sources:

- “Access from Your SoftPhone” on page 124
- “Access from any Other Internal Phone” on page 124
- “Access from any Outside Touchtone Phone” on page 125
- “Access from the Email Program on Your PC” on page 126

Access from Your SoftPhone

1. Click the Voice Mail button 📩 or dial *09 to access your voice mail system.
2. Enter your password (if required).
   
   *If you have new voice mail, the messages are identified and played. Otherwise, you will be prompted with choices to play your inbox messages, play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.*
3. Click the corresponding digit on your phone to select the desired voice mail function.

Access from any Other Internal Phone

1. Dial 555 (or the code provided by your system administrator).
NOTE: Some phones may require a # after the dialed digits in order to dial the number. If you do not hear the greeting immediately after dialing the last digit. Press # to complete dialing.

You hear a welcome greeting and are prompted to enter your extension number.

2. Enter your extension number. You are prompted to enter your password.

3. Enter your numeric password, followed by the # key.
   
   If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.

4. Press the corresponding digit on your phone to select the desired voice mail function.

Access from any Outside Touchtone Phone

Dialing Main Number

1. Dial your main telephone number for the Auto Attendant feature and press 555 (or the code provided by your system administrator).

   You hear a welcome greeting and are prompted to enter your extension number.

NOTE: If your system is set up for direct voice mail access, dial the telephone number you have been given for voice mail system access by your system administrator.

2. Enter your extension number.

3. You will be prompted to enter your password.

4. Enter your numeric password, followed by the # key.

   If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.

5. Press the corresponding digit on your phone to select the desired voice mail function.

NOTE: Pressing the * key from the main voice mail menu will send you to the main auto-attendant menu. You may then dial extension numbers to reach internal parties or access any other feature available from the auto attendant.
Dialing Your Telephone

1. Call your telephone number.

**NOTE:** You must be able to dial your number directly from outside the system to use this method.

2. Wait for your phone to forward to your voice mail mailbox.
3. Press the * key.
4. You will be prompted to enter your password.
5. Enter your numeric password, followed by the # key.

*If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.*

6. Press the corresponding digit on your phone to select the desired voice mail function.

**NOTE:** Pressing the * key from the main voice mail menu will send you to the main auto-attendant menu. You may then dial extension numbers to reach internal parties or access any other feature available from the auto attendant.

Access from the Email Program on Your PC

You may be able to forward your voice mail using a program like Web Portal, or if your service provider has configured your system with unified messaging.

1. Open your email reader.
2. Open the email message containing the voice mail.

3. Open the attachment in the email message.
   - If this is the first time you have opened a voice mail in your email application, you will be asked to associate the file type to the media player you wish to use to listen to the voice mail file type.

4. Your default media player will open.
   - If you get an error message, the voice mail has not been recorded in a compatible file format and cannot be played.

5. Select “open the file” on the dialog box that appears to play the message
The voice mail message plays concurrently with any audio (such as music CDs or streaming music) coming from your speakers. Stop or mute other features before playing the voice mail message to increase the clarity of the message. **DO NOT** mute the other applications by clicking on the speaker in the Windows System Tray since this will mute the speakers for all sources, including the voice mail you are trying to play. Also remember to check the volume level on your speakers before playing any voice mail messages.

6. Close the media player when you are finished listening to voice mails.

**Menus and Commands**

The following commands allow you to access your voice mail system.

**Table 21: Voice Mail Main Menu**

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Record and listen to personal greetings (for options see “Voice Mail Personal Greeting List” on page 128)</td>
</tr>
<tr>
<td>5</td>
<td>Play new messages</td>
</tr>
<tr>
<td>192</td>
<td>Play saved messages</td>
</tr>
<tr>
<td>6</td>
<td>Compose a message (for options see “Voice Mail Compose List” on page 129)</td>
</tr>
<tr>
<td>16</td>
<td>Mailbox Options (for options see “Voice Mail Malbox Options List” on page 130)</td>
</tr>
<tr>
<td>9</td>
<td>Exit the voice mail system</td>
</tr>
</tbody>
</table>

**Table 22: Voicemail Message Controls**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Before Mail Message</th>
<th>After Mail Message</th>
<th>During Mail Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rewind</td>
<td>NA</td>
<td>NA</td>
<td>2</td>
</tr>
<tr>
<td>Rewind to beginning</td>
<td>NA</td>
<td>NA</td>
<td>22</td>
</tr>
<tr>
<td>Delete</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Fast Forward</td>
<td>NA</td>
<td>NA</td>
<td>4</td>
</tr>
<tr>
<td>Fast Forward to end</td>
<td>NA</td>
<td>NA</td>
<td>44, #</td>
</tr>
<tr>
<td>Next</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Save</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Pause/Unpause Play</td>
<td>NA</td>
<td>NA</td>
<td>*</td>
</tr>
<tr>
<td>Replay</td>
<td>8</td>
<td>8</td>
<td>NA</td>
</tr>
</tbody>
</table>
### Table 22: Voicemail Message Controls

<table>
<thead>
<tr>
<th>Feature</th>
<th>Before Mail Message</th>
<th>After Mail Message</th>
<th>During Mail Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forward</td>
<td>13</td>
<td>13</td>
<td>13</td>
</tr>
<tr>
<td>Call Back Originator</td>
<td>14</td>
<td>14</td>
<td>14</td>
</tr>
<tr>
<td>Reply</td>
<td>17</td>
<td>17</td>
<td>17</td>
</tr>
<tr>
<td>Main Menu</td>
<td>*</td>
<td>*</td>
<td>NA</td>
</tr>
</tbody>
</table>

### Table 23: Voice Mail Personal Greeting List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Record</th>
<th>Play</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No Answer greeting</td>
<td>No Answer greeting</td>
</tr>
<tr>
<td>2</td>
<td>Do Not Disturb greeting</td>
<td>Do Not Disturb greeting</td>
</tr>
<tr>
<td>3</td>
<td>Busy greeting</td>
<td>Busy greeting</td>
</tr>
<tr>
<td>4</td>
<td>Replace with default greetings</td>
<td>Name</td>
</tr>
<tr>
<td>5</td>
<td>Play personal greetings</td>
<td>NA</td>
</tr>
<tr>
<td>#</td>
<td>Return to main voice mail menu</td>
<td>NA</td>
</tr>
<tr>
<td>* (star)</td>
<td>NA</td>
<td>Return to main voice mail menu</td>
</tr>
</tbody>
</table>

### Table 24: Voice Mail Personal Greeting Confirmation List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Review greeting</td>
</tr>
<tr>
<td>2</td>
<td>Delete and re-record greeting</td>
</tr>
<tr>
<td>3</td>
<td>Save and use greeting</td>
</tr>
</tbody>
</table>

### Table 25: Voice Mail Distribution List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hear a list of all distribution groups</td>
</tr>
<tr>
<td>2</td>
<td>Edit a distribution group</td>
</tr>
<tr>
<td></td>
<td>1 - list of members</td>
</tr>
<tr>
<td></td>
<td>2 - add a member</td>
</tr>
<tr>
<td></td>
<td>3 - delete a member</td>
</tr>
<tr>
<td></td>
<td>4 - hear the group name</td>
</tr>
<tr>
<td></td>
<td>5 - change the name</td>
</tr>
<tr>
<td></td>
<td>* - return to the previous menu</td>
</tr>
</tbody>
</table>
Table 25: Voice Mail Distribution List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Create a distribution group</td>
</tr>
<tr>
<td>4</td>
<td>Delete a distribution group</td>
</tr>
<tr>
<td>* (star)</td>
<td>Return to main voice mail menu</td>
</tr>
</tbody>
</table>

Table 26: Voice Mail Compose List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Send message</td>
</tr>
<tr>
<td>2</td>
<td>Change message (re-record)</td>
</tr>
<tr>
<td>3</td>
<td>Review message (listen to recorded message)</td>
</tr>
<tr>
<td>#</td>
<td>Set message options (for options see “Voice Mail Message Options List” on page 129)</td>
</tr>
</tbody>
</table>

Table 27: Voice Mail Message Options List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Requests Return Receipt (you are notified recipient as accessed the message) and sends the message</td>
</tr>
<tr>
<td>4</td>
<td>Marks message as Private (it cannot be forwarded) and then sends the message</td>
</tr>
<tr>
<td>6</td>
<td>Marks message as Urgent and sends the message</td>
</tr>
<tr>
<td>#</td>
<td>Sends the message without any options</td>
</tr>
</tbody>
</table>

NOTE: Occassionally a return receipt may be returned without the recipient hearing the message if your message is the first new message and the recipient hangs up or skips to the next message before listening to the message.

NOTE: Selecting any of the numbered options immediately returns to the Voice Mail Compose List. This is also true for callers leaving voice mail who select options after leaving their voice mail.

Table 28: Voice Mail Custom Operator (Zero Out) List

<table>
<thead>
<tr>
<th>Access Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Change number of custom operator (zero out target)</td>
</tr>
</tbody>
</table>
Using Controls While Playing Messages

The system provides you with message control options as described in the following sections.

**Rewind/Fast Forward**

While listening to a message follow these steps:

- Press 2 to skip back in 5 second increments.
- Press 4 to skip forward in 5 second increments.
- Repeat the process to further rewind or fast forward.

**Rewind to the Beginning of a Message**

If you want to return to the beginning of the message:

- Press 22.

**Fast Forward to the End of a Message**

If you want to forward to the end of a message:

- Press 44.
Pause Play of a Message

To pause play of a message or to resume play of a paused message:

• Press *.

Composing Messages before Sending

The compose feature of the voice mail system allows you to record a message and review or change it before sending it to any number of users or distribution groups. You first enter the extensions and distribution group numbers of the recipients and then record and send your message.

The same options that are available under the Compose function are also available when the person you dialed does not answer and you are leaving a message.

Compose and Send a Message

1. Do one of the following:
   • make a call to a person and leave them a voice mail message, or
   • access the voice mail system, press 6 to select compose a message.

2. Enter the phone numbers or group numbers of those persons you want to receive the message followed by the # key.

3. When you are finished, press # again to complete your mailing list.

4. Record your message after the tone and press # when finished.

5. You are prompted to perform one of the following:
   • Press 1 to send
   • Press 2 to change
   • Press 3 to review (your message is played back to you)
   • Press # to set message options

6. Press a number to act on your message.
   • If you pressed 1, your message is sent and voice mail disconnects.
   • If you pressed 2, you are returned to the prompt to record your message. Record again and follow the prompts.
   • If you pressed 3, your message is played back to you and you are then prompted to perform an action from the previous list.
   • If you pressed #, go to step 8.

7. Press a number to set any message delivery options.
   • Press 1 to mark the message as return receipt requested (you want to be notified when the recipient access the message)
   • Press 4 to mark the message as private
• Press 6 to mark the message as urgent
• Press # to send the message without any options

Marking a Message as Urgent

To mark a message as urgent, which places it in the recipient(s) voice mailbox before any regular messages, follow these steps:

1. Record a message.
2. Press #.
3. Press 6 to mark as urgent and send.

NOTE: If your system administrator has turned on message notification, messages marked as urgent will automatically notify the recipient that they have an urgent voice message.

Changing Your Password

The system default for your voice mail password is your extension number. To keep others from listening to your voice mail messages, you should change your password to something only you know.

1. Access the voice mail system.
2. Press 16 to access the Mailbox Options menu.
3. Press 2 to change your password.
4. Enter your new password by pressing numbers on the keypad followed by #.
5. Enter your new password again. A prompt will tell you if you have successfully changed your password.

NOTE: If you have messages in your voice mail box, but you want to skip them and change your password, press * to get the main menu, then follow the above steps. Otherwise listen to your messages and then follow the above steps.

Skipping the Mail Menu to Hear Messages

To immediately begin listening to voice mail, press 5 during the voice mail menu announcement.
Returning to the Auto Attendant or Operator

When calling from outside of the VoIP system, you can escape from voice mail to the auto attendant or operator using the star (*) key. Press * or # (as directed by the prompts) to move from the selected option to the previous menu. When you reach the main voice mail menu, press 9 to transfer to the main number or operator.

Zeroing Out to a Custom Operator

When callers reach your voice mail, you can give them the option to leave a message or dial zero (0) and reach your custom operator (which may be the auto attendant or another phone number). By default, the system will route callers to the auto attendant when they press zero. You can change the destination from the voice mail main menu.

**TIP:** When you record your greetings, be sure to tell callers than they can press zero (0) to be transferred to the auto attendant or to your designated alternate phone number.

**NOTE:** This feature is not supported for stand-alone mailboxes.

To hear or change where pressing zero (0) goes, follow these steps:

1. Access the voice mail system.
2. Press 16 to access the Mailbox Options menu.
3. Press 5 to hear or change your custom operator selection.
4. You should hear an announcement that your custom operator is a phone number you previously programmed or the default selection.

**NOTE:** If a custom operator is not available, you will hear a message to that effect.

5. Do one of the following:
   - Press 1 to change your custom operator number, see step 6.
   - Press 2 to restore the default custom operator, see step 7.
   - Press * to return to the voice mail main menu, see step 8.
6. If you pressed 1, enter your custom operator number, press # and listen to the confirmation announcement.
7. If you pressed 2, listen to the announcement that your default custom operator has been restored.
8. If you pressed *, listen to the voice mail main menu.
NOTE: Entered numbers must match a valid dial plan, cannot be the same extension as your mailbox, and you must be able to dial the number entered from your phone. You will receive an error message if you enter an invalid number or are not allowed to enter a long distance number as your custom operator.

**TIP:** If you cannot make long distance calls from your phone and attempt to enter a long distance number as the custom operator without the access codes, the system will accept the digits, but when the caller presses zero (0), the call will be disconnected.

### Replaying a Message

To replay a voice mail message, press **8**.

### Saving a Message

To save a voice mail message, press **7**.

**NOTE:** When you save a voice mail message, the message is moved to the saved messages, and is unavailable until you exit and re-enter voice mail.

### Skipping to the Next Message

To skip to the next voice mail message, press **5** at any time.

### Deleting a Message

To delete a voice mail message, press **3**.

**NOTE:** When you delete a voice mail message, the message is deleted, but the caller ID and message received information (date, time, etc.) remains in the inbox listing until you exit voice mail.

### Forwarding a Message to Another Mailbox

To forward a voice mail message to another mailbox, follow these steps:

1. Press **13**.

   You hear a prompt to enter the number of the person(s) to whom you want to forward the message.
2. Enter the phone or distribution group number and listen for the system response.

<table>
<thead>
<tr>
<th>If the number is an extension or distribution group number and the number is</th>
<th>The system plays the</th>
</tr>
</thead>
<tbody>
<tr>
<td>invalid</td>
<td>invalid announcement</td>
</tr>
<tr>
<td>valid and a name is recorded and can be played</td>
<td>recorded name</td>
</tr>
<tr>
<td>valid and a name is not recorded or cannot be played</td>
<td>entered digits</td>
</tr>
</tbody>
</table>

3. Do one of the following:
   - press # to enter another number or,
   - press ## if this is the only (or last) person or group to receive the forwarded message.

4. You get a prompt to leave an introduction to the forwarded message:
   a. Record your introductory message.
      
      *To forward the voice mail immediately without an introductory message, press # immediately after the prompt.*
   b. Press # to accept the message.

5. Choose one of the following options to finish forwarding:
   - Press 1 to forward the message.
   - Press 2 to change the introductory message.
   - Press 3 to review the introductory message.
   - Press 9 to mark urgent and forward.
   - Press * to cancel the forward.

   *Press * at anytime to cancel the forward. If you press *, you must reenter the extension(s) and any desired introduction.*

**Replying to a Message**

To reply to a message you receive:

1. Press 17 to reply to the message.
   
   *You hear a prompt to record your reply.*

2. Record your reply message.

3. Press # to accept your message.
   
   *Your voice mail system gives you the following options:*
   - Press 1 to send reply.
   - Press 2 to change reply.
• Press 3 to review reply.
• Press 9 to mark urgent and reply.
• Press * to cancel the reply and re-record.

You hear the message options again.

Dialing Back a Caller

To dial a caller who left a message (if Caller ID information is available):

Press 14.

Sending a Message Directly to an Extension

You can send a voice mail message directly to an extension without dialing their extension and having to wait for the call to roll to the voice mail system.

To go directly to someone's voice mailbox:

1. Dial 577 (or the code provided by your system administrator) on the keypad. You hear a voice prompt to enter the extension number of the person you want to send a message to.
2. Dial the extension number. You hear a greeting and voice prompt to enter a message.
3. Record your message and hang up.

NOTE: You can press * on your phone at any time during the greeting to skip to the end of it.

Personal Greetings

You can record a different voice mail greeting for each of the conditions that transfers a caller to your voice mailbox:

• when your phone rings and you don’t answer it (the “No Answer” greeting)
• when you have activated the Do Not Disturb feature (if this feature is provided on your telephone)
• when you are talking on the phone (the “Busy” greeting)

Additional features include the ability to:

• Record your name so that when you leave messages for other users, they will hear your name instead of your extension.
• Replace your personal greetings with the default greetings.
**TIP:** When you create your greeting be sure to tell the caller they can dial zero (0) to reach either the automated attendant or the person you have programmed to answer “zero out” calls.

**Recording Personalized Mailbox Greetings**

To record a personalized greeting:

1. Access the voice mail system.
2. Press 4 from the main voice mail menu and choose the greeting you want to record by pressing the corresponding digit key.
   - Press 1 to record the No Answer greeting.
   - Press 2 to record the Do Not Disturb greeting.
   - Press 3 to record the Busy greeting.
   - Press 4 to replace your personal greetings with the default greetings.
   - Press 5 to play your personal greetings.
   - Press # to return to the main menu.
3. Press # to finish recording.
4. Do one of the following:
   - Press 1 to review the recording and return to this menu.
   - Press 2 to delete and re-record your greeting.
   - Press 3 to save and use the recording.

To record your name:

1. Access the voice mail system.
2. Press 16 for Mailbox Options.
3. Press 8 to record your name.
4. Press # to finish recording.
5. Do one of the following:
   - Press 1 to review the recording and return to this menu.
   - Press 2 to delete and re-record your greeting.
   - Press 3 to save and use the recording.

**Listening to Your Greetings**

You may want to check your personalized greetings to make sure they are still appropriate.

1. Access the voice mail system.
2. Press 4 on the main voice mail menu to reach the Greetings menu.
3. Press 5 from the greetings menu and choose the greeting you want to play by pressing the corresponding digit key.
   
   • Press 1 to play the No Answer greeting.
   • Press 2 to play the Do Not Disturb greeting.
   • Press 3 to play the Busy greeting.
   • Press 4 to play your name.
   • Press * to return to the main menu.

Receiving Voice Mail Notification

The system provides the ability for you to be notified via email, phone or pager that you have received a voice message. You must set this service up with your system administrator or through the Web Portal.

Mobile devices support different types of alerts:

   • Basic numeric pages accept only keypad phone digits (1-0, *, and #).
   • Cell phones support voice streaming.
   • Some cell phone models can receive text-only e-mails.
   • E-mail pagers can accept text-only e-mail messages.

You may choose to be alerted:

   • Each time you receive any voice message.
   • Only when you receive a message marked as urgent.

What You Receive with Voice Mail Notification

Pager - You receive the information you entered in the Pager Message field when you set up the pager option with the system administrator. The information could be the phone number of the voice mail system or a code that means something to you.

Voice - The system will ring the phone that you specified in the Phone Number field when the paging notification was set up. When you answer the phone call, a voice prompt plays a welcome announcement followed by a request for your voice mail account password. Enter the password and listen to the normal voice mail menu options. If the voice message is marked as "Urgent", the first voice message you receive is the urgent message.

NOTE: If the phone you are retrieving the page notification on is a VoIP phone, it may be configured in a different language than your own IP phone. If it is, the system will play the prompts in the language of the phone that you are receiving the message on.
When someone leaves a voice mail message on your phone, the system immediately dials your notification destination. The system tries to reach you every five minutes, up to three times if you don’t answer. If you take the call, but you don’t enter the password at the prompt, the system acts like you never answered the call and continues trying to reach you as stated above. If you have caller ID, your “office” phone number/name is displayed as the caller.

E-Mail - The message you receive reads as follows:

- **Subject:** Voice Mail from <calling party>
- **Body:** the text you enter (for example, Important voice mail, check immediately.)
- calling party = name, if known, and telephone number
- date = system date
- time = system time

**NOTE:** If the system administrator left the body text empty, you get as the body: calling party called you on “date” at “time”.

Managing Distribution Groups

The following options are available when you access the distribution groups menu item:

- “Creating a New Group” on page 139
- “Editing or Modifying a Group” on page 140
- “Deleting a Group” on page 142
- “Listening to a List of Distribution Groups” on page 143

Creating a New Group

1. Access the voice mail system.
2. Press 6 for distribution groups.
3. Press 3 to create a group.
4. Enter the number of the group to be created and record the name of the group.
   - The group number must be within the allowed range and cannot already exist as a group.
   - If the voicemail account is corporate, then allowed range is 10-79.
   - If the voicemail account is personal, then the allowed range is 80-99.
5. Press # to confirm or * to cancel.
6. Enter a phone number to be included in the group and listen for the system response.

<table>
<thead>
<tr>
<th>If the number is an extension or distribution group number and the number is</th>
<th>The system plays the</th>
</tr>
</thead>
<tbody>
<tr>
<td>invalid</td>
<td>invalid announcement</td>
</tr>
<tr>
<td>valid and a name is recorded and can be played</td>
<td>recorded name</td>
</tr>
<tr>
<td>valid and a name is not recorded or cannot be played</td>
<td>entered digits</td>
</tr>
</tbody>
</table>

7. Do one of the following:
   • press # to enter another number or,
   • press ## if this is the only (or last) person or group to receive the message.

**TIP:** A group can be created without any members in it. Members can be added later by using the edit menu to add members. To create a group with no members, follow the previous steps with one exception. When prompted to enter members, just press the # key.

**NOTE:** To create group (corporate or company) distribution lists, you must access the voice mailbox for your company’s main number.

**Editing or Modifying a Group**

1. Access the voice mail system.
2. Press 6 for distribution groups.
3. Press 2 to edit a group.
4. Enter the number of the group to be edited.
5. Press a number to select an option from the edit menu:
   • List all members - press 1
   • Add a member - press 2
   • Delete a member - press 3
   • Play the group name - press 4
   • Change the name - press 5
   • Go back to the previous menu - press *.

**NOTE:** To edit group (corporate or company) distribution lists, you must access the voice mailbox for your company’s main number. If the group does not exist, the user will hear “The group number xx does not exist, Please try again.”
Listing All Group Members

If you pressed 1 for a list of all distribution group members, the following happens:

1. The total number of members in the group is announced.
2. The extension of each member is announced.
3. Press # to skip to the next entry in the list before the number being announced is finished.

Adding a Member to the Group

If you pressed 2 to add a distribution group member, do the following:

1. After the prompt, enter the number of the member you wish to add and listen for the system response.

<table>
<thead>
<tr>
<th>If the number is an extension or distribution group number and the number is</th>
<th>The system plays the</th>
</tr>
</thead>
<tbody>
<tr>
<td>invalid</td>
<td>invalid announcement</td>
</tr>
<tr>
<td>valid and a name is recorded and can be played</td>
<td>recorded name</td>
</tr>
<tr>
<td>valid and a name is not recorded or cannot be played</td>
<td>entered digits</td>
</tr>
</tbody>
</table>

2. Press the # key to add the user or * key to cancel.
   • If you press # and the member does not already exist, you will hear “The member has been successfully added to this group.”
   • If you press # and the member already exists, you will hear “The member already exists in this group, please try again.”
   • If you press *, you will be asked to reenter the extension number to add.

Deleting a Group Member

If you pressed 3 to delete a distribution group member, do the following:

1. After the prompt, enter the extension number of the member you wish to delete and press the # sign.

<table>
<thead>
<tr>
<th>If the number is an extension or distribution group number and the number is</th>
<th>The system plays the</th>
</tr>
</thead>
<tbody>
<tr>
<td>invalid</td>
<td>invalid announcement</td>
</tr>
<tr>
<td>valid and a name is recorded and can be played</td>
<td>recorded name</td>
</tr>
<tr>
<td>valid and a name is not recorded or cannot be played</td>
<td>entered digits</td>
</tr>
</tbody>
</table>
2. Press the # key to delete the user or * key to cancel.
   • If you press # and the member exists, you will hear “The member has been successfully deleted from this group.”
   • If you press # and the member does not exist, you will hear “The member does not exist in this group, please try again.”
   • If you press *, you will be asked to reenter the extension number to delete.

Playing the Group Name

If you pressed 4 to play the name of the distribution group, the voice mail system plays the previously recorded name of this group. If there is no recording for this group, you will hear “Unknown.”

Changing the Group Name

If you pressed 5 to change the name of the distribution group, do the following:

1. The voicemail system plays the prompt:
   “Please record the name for this group after the tone, when your recording is complete press the # key.”

2. Record the new name for the group.

3. Press the # sign.

**NOTE:** To change the group name of a (corporate or company) distribution list, you must be in the mailbox for your company’s main number.

Deleting a Group

1. Access the voice mail system.
2. Press 6 for distribution groups.
3. Press 4 to delete a group.
4. Enter the number of the group to be deleted.
5. Press # to confirm this is the correct group or * to reject the group.

*If you entered the wrong group number and pressed *, you will be prompted for the number of the group to delete. Enter a different group number or press * again to return to the distribution group menu.*

6. Press # to finish the delete or press * to cancel the delete process and return to the distribution group menu.
NOTE: To delete group (corporate or company) distribution lists, you must access the voice mailbox for your company’s main number.

Listening to a List of Distribution Groups

1. Access the voice mail system.
2. Press 6 for distribution groups.
3. Press 1 to list all your groups.
4. Listen to the playback of your groups as follows
   • the number of groups
   • the group number
   • the group name
     • If there is no recording for the group name, you will hear “Unknown”.
     • The corporate group 10 will always be named as “Everyone”.
   • the total number of members in the group.

While reviewing the list of groups, you can skip to the next group by pressing or clicking the # button.

NOTE: To list all group (corporate or company) distribution lists, you must access the voice mailbox for your company’s main number.

Exiting the Voice Mail System

To exit the voice mail system, simply hang up.
Set Up Outlook for TAPI

This section explains how you can set up and use a TAPI (Telephony Application Program Interface) 2.1-compliant application such as Microsoft Outlook to click-to-call from your email contact list.

There are several steps that users must perform to be able to use TAPI-enabled programs (such as Microsoft Outlook) to dial out.

1. The GENBAND TAPI PC Integration software must be downloaded from the Web Portal and installed on the user’s PC;
2. Windows must be configured with some basic settings to work with the M6 and to establish the user’s phone numbers;
3. The email application (Outlook is used in this document) must be configured to be able to dial out using the GENBAND TAPI Service Provider.

**NOTE:** Although Outlook is used as the example, this information can also be applied to other TAPI-enabled applications.

The following table shows the versions of Windows and Outlook 2003 that will work with the M6 TAPI driver.

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Outlook 2003</th>
<th>Outlook 2003 SP1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows XP SP1</td>
<td>not supported</td>
<td>not supported</td>
</tr>
<tr>
<td>Windows XP SP2</td>
<td>supported</td>
<td>supported</td>
</tr>
<tr>
<td>Windows 2000 SP4</td>
<td>supported</td>
<td>supported</td>
</tr>
</tbody>
</table>

**In this section:**

- "Installing the TAPI Support Software" on page 146
- "Configuring Windows for TAPI" on page 149
- "Configuring Outlook to Use TAPI" on page 156
- "Using TAPI to Call from Outlook" on page 158
Installing the TAPI Support Software

To install and set up the TAPI software, use the following steps:

2. Click the **Options** tab.
3. Click the **PC Integration** tab.
4. Click **Install TAPI Service Provider** to begin the installation process.

5. Select a method for the installation and click **OK**. This procedure uses the **Save** option so that the program can be reinstalled if needed again.
NOTE: The IP address shown in the location notice will be the IP address of the web server the Web Portal is connected to.

6. Choose where to save the TAPI.EXE file and click Save. This example saves it to the desktop so that it is easy to find.

7. Find the TAPI.EXE file (shown here on the PC desktop) and double-click it to run the install program.
8. When you run the program, a message may appear stating that the executable is from an unknown publisher. Click **Run**.

![File Download - Security Warning](image)

Do you want to run or save this file?

- **Name:** TAPI.EXE
- **Type:** Application, 349KB
- **From:** 172.19.25.6

- Run
- Save
- Cancel

While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. *What's the risk?*

9. Next, you may get another security warning about the publisher. Click **Run**.

10. The Install Shield wizard will start. Click **Next** in the Welcome dialog box to install the TAPI program.

11. Click **Next** to start the installation.

   *The Installing dialog box shows the progress of the installation.*

12. Click **Finish** in the Installation Complete dialog box to complete the TAPI program installation.

13. The final prompt states that the PC must be rebooted for the changes to take effect. Click **Cancel and do not reboot** your PC at this time.
Configuring Windows for TAPI

For TAPI-enabled programs to be able to dial using the TAPI Service Provider, Windows must be configured correctly to be able to use the proper line, get an outside line, and dial correctly.

The following notes apply to all TAPI-enabled programs:

- The program must be configured to use the GENBAND Telephony Service Provider software that must be downloaded from Web Portal and installed on your PC.
- Instructions for handling area codes and, if necessary, 10-digit dialing must be configured.
- If you are in a business setting and need to dial an outside line, the access codes required for outside calls (usually 9 or 8) must be configured.

Use the following steps to set up TAPI Service Provider in Windows. The following examples are from Windows XP. Other Windows versions should be similar.

1. Click **Start** and **Control Panel** to open the Control panel window.
2. Double click **Phone and Modem Options**.
3. Click **Edit** in the *Phone and Modem Options* dialog box.

4. In the *Edit Location* dialog box, click the **General** tab (if not selected) and do the following:
   
   a. Enter a **Location** name, if desired (boxed).
   
   b. Make sure the **Country/region** and **Area Code** information match your location and area code (see arrows).
c. If you are in a business setting, set the outside access digits in the **Dialing Rules** section to the digit that must be dialed to make an outside call (circled).

5. Click **Apply**.

6. Click the **Area Code Rules** tab and do one of the following:
   - Click **New** to add an area code to the list.
   - Highlight an existing entry and click **Edit** to make changes.

**NOTE:** If you have never configured Phone and Modem Options for your Windows computer, the Area Code Rules field will be empty. If you have setup Phone and
Modem Options before for any device or application, the previously entered information will be displayed.

7. On the New/Edit Area Code Rule dialog box, enter the 3-digit area code in the Area Code field for each area code where you have special rules that need to apply - such as dialing all 10 digits within your area code or having multiple area codes that are not long distance.
NOTE: Depending on whether you clicked New or Edit, the dialog box will say either New Area Code Rule or Edit Area Code Rule. If you clicked Edit, the area code you highlighted will be displayed in the Area Code field.

Example: Residents in the Dallas area have three area codes (shown in the Edit Locations), and must dial the entire 10-digit number for all calls and do not need to dial 1 before making calls to any of those three area codes. As a result, the information in the Edit Area Code Rule box for 214 is set as follows:

- “Include all the prefixes within this area code” is selected.
- “Dial 1” is unchecked.
- “Include the area code” is checked.

8. Click Apply when the information is correctly set and do one of the following:

- Click New to add another area code to the list.
- Highlight another existing entry and click Edit to make changes.
- Click Calling Card if you use a calling card for calls, select the type of calling card you use and fill in the appropriate fields.
NOTE: If you need additional information about using Calling Card, please consult the Windows on-line help from the Start menu.

9. When you are finished entering information in the *New Location* or *Edit Location* dialog box, click **OK** to accept the dialing properties, and close the dialog box and return to the *Phone and Modem Options* dialog box.

10. Click the **Advanced** tab to see the list of available telephone providers.

11. Select **VOIP Telephony Service Provider**.
12. Click **Add** to open the *Add Provider* dialog box.

13. Select **VOIP Telephony Service Provider** and click **Add**.

14. When the *GENBAND* dialog box appears, do the following:
   
   a. Enter the IP addresses provided by your system administrator in the *Server IP Address 1 and 2* fields.
   
   b. Click **Add** to add your telephone number (the one that will be used with the TAPI-enabled program [such as Outlook]).

15. Enter your telephone number and password and click **OK**.
NOTE: If you change your phone/Web Portal login password, you must remember to come back to this configuration screen and change the password here also. Otherwise, you will no longer be able to place calls from Outlook.

16. Click OK to return to the Phone and Modem Options dialog box.
17. Click Close in the Phone and Modem Options dialog box.
18. Reboot your PC to have the system recognize the added TAPI phones.

Windows is now configured to allow users to make calls from their contacts, but the TAPI-enabled program must be configured to use the line for dialing. For information on configuring the program to use the telephone line for dialing, go to “Configuring Outlook to Use TAPI”.

Configuring Outlook to Use TAPI

To configure Outlook or another TAPI-enabled program to dial using the system, use the following steps:

1. If not already running, start Outlook (or the TAPI-enabled application).
2. Click the Contacts icon to switch to the Contacts listing.
3. Right click any contact to bring up the *Actions* shortcut menu.

![Actions shortcut menu]

**Call Contact**

4. Click **Call Contact** on the menu (circled in the previous screen) to open the New Call dialog box.

![New Call dialog box]

5. Click **Dialing Options** to open the Dialing Options dialog box.
6. Click on the drop-down menu in the **Connect using line** field and scroll down any entries until you find your telephone number (circled).

7. Select your telephone number and click **OK** to return to the New Call dialog box.

8. You may call this contact or close the **New Call** dialog box.

**NOTE:** Outlook (or your TAPI-enabled application) is now configured to place calls using your telephone number.

### Using TAPI to Call from Outlook

Once you have configured Outlook or another TAPI-enabled program to dial using the system, you can place calls through your telephone from the application. Your PC must be connected to the same network that your phone is connected to for TAPI-enabled dialing to work with your IP phone.

**NOTE:** If your “Country/region” setting in the Phone and Modem Option > Dialing Rules > General tab of Windows is set to a country that allows variable length area codes, you may experience problems dialing from Outlook. If you have no problems dialing from the Web Portal or voice mail using click-to-call features or using Voice
Assistant to dial, you will need to enter numbers in Outlook using the canonical format that has the area code in parentheses (i.e. +44 (1234) 567890).

This example uses Outlook, but other TAPI-enabled programs will be similar. The application documentation or online help should have information on making calls using the TAPI functionality.

To place a call from Outlook, use the following steps:

1. Start Outlook (if not already running).
2. Click the Contacts icon to switch to the Contacts listing.
3. Right click on the contact you wish to call to bring up the Actions pop-up menu.
4. Click **Call Contact** on the menu (circled in the previous screen) to open the *New Call* dialog box.

![New Call dialog box](image)

5. Click **Start Call** to dial the telephone number displayed in the *Number* field.

**NOTE:** You cannot call four-digit extensions from Outlook. A complete 7- or 10-digit phone number must be used.

**TIP:** Always check to be sure you have the correct number selected before starting a call. If you have multiple phone numbers entered for the person you are calling, you must use the drop-down list to select the number to call.

6. The speaker on your telephone should be activated and you should hear ringing or a busy signal as the call is connected to the dialed number.

7. If the person you called answers, carry-on the conversation in the usual manner.

**NOTE:** Do NOT click the **Close** button or icon in the New Call dialog box while carrying on a conversation on the speakerphone (if available on your phone). Closing the New Call dialog box while using the speakerphone will end the call immediately. Minimize the New Call dialog box or, if you need to close the dialog box, pick up the handset. Picking up the handset moves control of the call to the physical phone from the computer under Outlook and TAPI.

8. End the call by hanging up the handset, pressing the speaker button or clicking the **Close** button or icon in the *New Call* dialog box.
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