

HELPFUL HINTS FOR VOIP PHONES

To Open Your Mailbox

- Press Messages key
- Enter your password followed by #
- Listen for prompts

To access voice mail messages from your phone when away from the office:

Accessing Voice Mail

(when away from the office)

- dial you phone number
- when message starts, press the * key
- enter your 5-digit phone number as the ID (ex. X-XXXX) followed by #
- enter your password followed by #

From this point, you will hear the same thing you do when checking messages at work. (You can delete and/or save messages, etc.)

After opening your mailbox:

Changing Your Password or Recorded Name in the Directory

- Press 4 for Setup options
- Press 3 for Personal settings
- Press 1 to change your password
- Press 2 to record your name in the directory (you will hear current name if changing)
- At the tone, record your name followed by #
- Listen to voice prompts

Changing Your Greeting

After opening your mailbox:

- Press 4 for Setup options
- Press 1 for Greetings
- Press 1 to change greeting
- Press 1 to record new greeting
- Press 2 to turn on your alternate greeting
- Follow the voice prompts
- Press * to end

Helpful hints for VOIP phones

To leave a message in mailbox without ringing the phone

- Access the line (get dial tone) - press star – dial 5-digit number

To transfer a call without announcing whose calling

- Press transfer soft key - dial number – press transfer soft key again

To transfer a call - announcing the caller

- Press transfer soft key – dial number – announce the caller
 1. If accepted - press transfer soft key & hang up
 2. If denied – press end call – press resume to get caller back

To transfer a caller directly to someone's voicemail

- Press transfer soft key - press star – dial 5-digit phone number & immediately press transfer soft key
 - Note: if you don't press the transfer key fast enough the caller will not hear all of the called party's greeting

To forward a copy of a message to an associate

- Press # during or 5 immediately after listening to message
- Follow the voice prompts

To place 3-way call using transfer soft key

- Dial 1st number – speak to answering person
- Press transfer soft key
- Dial 2nd number – speak to answering person
- Toggle back up to 1st call – press more soft key
- Press join soft key

