Voice Services Quick Reference Guide
Calling Features • Voicemail

Dialing

To dial

- **Local call** – dial the 7-digit local number
- **Long distance** – dial the 10-digit phone number (area code + local number)
- **International** – dial 011 + country code + city code + number
- **Internal extension** – dial the 4-digit extension

Flash Call Features

NOTE: Flash calls are available on devices with flash functionality.

Call Transfer

While on call to be transferred:

1. Press flash-hook on phone. The initial call is held.
2. Enter the complete phone number or extension of the party to receive call. You can press # to signal the end of the phone number or extension.
3. The third party phone will begin to ring – hang up handset to drop out of the call and connect the other two parties.

Three-Way Call

Allows you to talk to multiple parties simultaneously. While on one call:

1. Press flash-hook on phone. The initial call is held.
2. Enter the complete phone number or extension of third party. You can press # to signal the end of the phone number or extension.
3. When the call is connected, press flash-hook again. All parties are connected in a three-way call.
4. To drop the add-on party, press the flash-hook again.
   NOTE: If either of the two other parties hangs up, your call with the remaining party is intact. If you hang up, the other two parties remain connected.

Call Hold

To place a call on hold, while on one call:

1. Press flash-hook on phone to put an active call on hold.
2. You can place a second call and toggle between calls.

Note: While on-hook, a new incoming call has priority over the call on hold and rings through first. If you answer the phone, you get the new call first.

Quick Dial Calling Features

Call Forwarding

Forward all incoming calls to another number or voice mail, forward calls only when your line is busy, or when calls go unanswered.

To activate Call Forwarding

1. Lift handset. Press the ✱ code (below).
2. Enter phone number to which calls will be forwarded. (Or forward to Voicemail)
3. Replace handset. The service is on.

To deactivate Call Forwarding

1. Lift handset. Press the ✱ or # code (below).
2. Replace handset. The service is off.

Call Forwarding	Activate	Deactivate
All Calls	✱**72**	✱**73**
All Calls to Voicemail	✱21	#21
When Busy	✱**90**	✱**91**
Busy to Voicemail	✱40	#40
No Answer to Voicemail	✱41	#41

Call Waiting

Be notified of other calls coming in while you are on the line.

Activate Call Waiting For All Calls**

1. Lift handset. Press ✱43.
2. The Call Waiting service is turned on for all calls.

Deactivate Call Waiting for All Calls

1. Lift handset. Press #43.
2. The Call Waiting service is turned off for all calls.

Cancel Call Waiting for Single Call

1. Lift handset. Press ✱70.
2. The Call Waiting service is turned off so that you can make an uninterrupted phone call. The Call Waiting service will be back on after the next outgoing phone call.

Call Return

1. Lift handset. Press ✱69.
2. The system announces the last incoming phone number.
3. Press **1** to activate/dial the last incoming number.

Last Number Redial

1. Lift handset. Press ✱66.
2. The last outgoing phone number is redialed.

No Answer Timer

Change the number of rings before a call goes to voicemail

1. Lift handset. Press ✱610.
2. Follow prompts and enter number of rings, followed by **#**.

Accessing Voice Mail and Your Voice Portal

You can access your Voice Mail and personal Voice Portal using your own phone, or another phone. To log in, use one of the following options:

- From your phone – press ✱86
- From another phone – dial your phone number/ extension, or dial the group Voice Portal general access number/extension

Your administrator provides you with the phone number/ extension for the group Voice Portal (referred to as the Voice Portal number/ extension.)

Initial Voice Portal set up

1. First time logging in, dial your phone number/ extension or ✱86 from your phone, and then:
2. If requested, enter your phone number.
3. Enter a new passcode at the prompt followed by *#.*
4. Re-enter your passcode at prompt followed by *#.*
5. Record your name at the prompt and press *#.* Your Voice Portal is setup and ready for use.

To access your Voice Mail and Voice Portal

From your own phone:

1. Press ✱86.
2. Enter your passcode followed by *#.* (Skip step if auto login is enabled.)
3. Follow prompts of the **Voice Messaging Main Menu**.

From a phone other than your own:

1. Dial your phone number or extension.
2. Press ✱ during greeting to reach the login prompt.
3. Enter your passcode to reach **Voice Messaging Main Menu**.
4. At the Voice Messaging menu, make selection, (or press ✱ to reach the **Voice Portal Main Menu.**)

From a phone in your group other than your own:

1. Dial the Voice Portal general access phone number or extension.
2. Enter your phone number or extension.
3. Enter your passcode to reach the **Voice Portal Main Menu** and follow the prompts.

From a phone outside of your group:

1. Dial the Voice Portal general access phone number/extension
2. Enter your mailbox number (typically your phone number).
3. Enter your passcode. (Skip step if auto login is enabled.)
4. Follow prompts of the **Voice Portal Main Menu**.

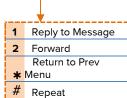## Accessing Standalone or Shared Voice Mail

Your voice mail may be set up independent of a specific phone line. If you cannot access voice mail with ✱86, your voice mail may be set up as standalone or shared. If so, follow these instructions to access your voice messages:

1. Press ✱62 or dial the Voice Portal general access phone number.
2. Press ✱ during greeting to reach the login prompt.
3. Enter the mailbox number (10-digit phone number or 4-digit extension) followed by *#.*
4. Enter your passcode at prompt followed by *#.*

Voice Messaging Main Menu

1	**Listen to/Play Messages**
2	**Busy Greeting Menu**
3	**No Answer Greeting Menu**
4	**Extended Away Greeting Menu**
5	**Compose Message Menu**
7	**Delete All Messages**
✱	**Return to Previous Menu / Go to Voice Portal Menu**
#	**Repeat Menu**

"Play Message" options

While listening to message		Between messages	
1 Skip Back		**#** Save	
2 Pause/Resume		**7** Delete	
3 Skip Forward		**2** Play again	
4 Jump to Beginning		**4** Play Previous Msg	
6 Jump to End		**5** Envelope Info	
		6 Play Next Message	
Anytime		**8** Callback Caller	
✱ Return to Prev Menu		**9** *Add'l Options*	

1	Reply to Message
2	Forward
✱	Return to Prev Menu
#	Repeat

Voice Portal Main Menu

1	**Access Voice Mailbox**
2	**Busy Greeting Menu**
3	**Record Name**
5	**Change Passcode**
6	**Exit**
#	**Repeat menu**

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