Vonage/Polycom Voicemail Quick Start Guide

To TRANSFER: Transfer – extension or phone number – Transfer
To CONFERENCE: Conference – extension or phone number – Conference
ANSWER 2nd CALL: 'Hold' first call 'Answer' 2nd call with soft key

Soft Keys are located near bottom of Display

• **ANSWER A CALL:**
Pick up the handset   or
Press the speaker button   or
Press the line key for the incoming call   or
Press the Answer soft key

NOTE: "Reject" sends caller directly to voicemail.

• **HANDLING MULTIPLE CALLS:**
When on a call and a new incoming call arrives, press **Hold** then **Answer** (soft key lower display) to connect with second caller.
To toggle between calls use the **Navigation keys (up, down, left, right arrows)**
Then **Resume** connection to the highlighted call.

• **TRANSFER:**
Transfer: puts first call on hold and provides dial tone
Dial the number you want to transfer the call to (extension or phone number)
Consult: When second party answers, consult or announce, press **Transfer** to complete (sends your caller ID)

• **TRANSFER BLIND:**
To transfer a call without consultation, press **Transfer** then **Blind** then dial number. (sends Caller ID of calling party, cannot announce call or consult)

• **CONFERENCE:**
During call press **Conference** – puts first call on hold and provides dial tone. **Dial the second party** (extension or phone number) When the second party answers, press **Conference** to join both parties.

• **DO NOT DISTURB:** Direct calls to Voicemail
(callers receive your busy greeting)

Please note: Not all features are available on all phones.

• **CALL LIST: Missed, Placed or Received**
To view your last 50 call records: Use the Navigation Keys (up, down, left & right arrows):

▼ The down arrow for Missed
▶ The right arrow for Placed
◀ **The left arrow for Received**

• **CONTACT DIRECTORY:**
Press **Directories** or up arrow ▲
Contact Directory: scroll to desired entry then:
Dial: To place call to highlighted number
Edit: First Name, Last Name, Contact Phone Number, Speed Index, Ring Type, etc. Save or Cancel changes
Back: To return to previous menu
More: Next page of Options
  Add: Create new entry
  Search: By First or Last Name
  Delete: Remove entry

» **TELEPHONE BASIC SETTINGS:**
Press **Menu**
  (3) **Settings**
  (1) **Basic Preferences:**
    1. Language (default to English)
    2. Time & Date–Clock Date, Time, Order, Disable
    3. Headset Memory
    4. Ring Type
  (2) **Contrast**
  (3) **Ring Tone:** use navigation keys to scroll, Play to listen, then Select ring tone

OTHER FEATURE CODES
Transfer Direct to Voicemail, Press Transfer *55 Ext #
Call Park: Press Transfer *68 Ext# / Retrieve *88 Ext#
*50 - Extension #   Push to Talk (speaker intercom)
*97 - Extension # Call Pick Up   *98 - Group Call Pick Up
*78 - Do Not Disturb Activate   *79 - DND Deactivate
*72 - Call Forward Activate   *73 - Call Fwd Deactivate

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VOICE MESSAGING MAIN MENU

Press

1	**Voice Messaging** (retrieve messages)
2	**Comm Pilot Express** (reference the Mysphere Assistant Toolbar for more information)
3	**Personalize Name**
8	**Passcode**
9	**Exit**
#	**Repeat Menu**

1 VOICE MESSAGING

Press

1	Play Messages
2	Busy Greeting Menu
3	No Answer Greeting Menu
5	Compose Message Menu
7	Delete All Messages
8	Personalized Name
*	Comm Pilot Voice Portal (Main Menu)
#	Repeat Menu

2. Busy Greeting

1	Record new "Busy" Greeting
2	Listen to current "Busy" Greeting
3	Revert to system "Busy" Greeting (Do Not Disturb sends caller to Busy Greeting)
*	Previous Menu
#	Repeat Menu

3. No Answer Greeting

1	Record new "No Answer" Greeting
2	Listen to current "No Answer" Greeting
3	Revert to system "No Answer" Greeting
*	Previous Menu
#	Repeat Menu

3 PERSONALIZED NAME

Press

1	Record new Personalized Name
2	Listen to current Personalized Name
*	Previous Menu
#	Repeat Menu

8 CHANGE PASSCODE - (6 – 14 DIGITS)

	Enter new passcode, #
*	Previous Menu

VOICE MESSAGING LOGIN

Press **Messages** button or dial your own number

FROM YOUR OWN PHONE:

Enter **passcode**, then #

FROM ANOTHER PHONE:

Press * during greeting then
Enter passcode (default, then #

1. VOICE MESSAGING

1	Play Messages
2	Skip Envelope (date & time)

Press: **While listening to a Message:**

1	Skip Backward 3 seconds
4	Skip Back to Beginning of message
3	Skip Forward 3 seconds
6	Skip Forward to End of message
2	Pause / Resume playback
5	Play message Envelope
8	Initiate call to Sender
9	Additional Options:
	1 Reply to Message
	2 Forward Message (cannot Forward Confidential Messages)
7	Delete message
#	Save message

Press: **After listening to a Message:**

4	Return to previous message
6	Move to next message

LEAVING MESSAGES

During greeting

#	Skip Greeting, record message at tone
*	Password prompt
0	Transfer out of voicemail to configured number

Review message:

1	Erase message and record again
3	To Forward message
5	To send to a Distribution list
2	Listen to current message
6	Set or clear the Urgent indicator (New Urgent messages are played first)
7	Set or clear the Confidential Indicator
*	Return to Voice Portal Main Menu
#	Repeat menu

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