

## Voicemail Login

**First Time Logging In:** Always change and customize your settings. In particular:

- Record your Name
- Record a Busy Greeting
- Record your Unavailable Greeting
- **Change your Default Password**

**Main-Menu:** This will be the first menu that you are presented with once you have logged in:

- **Option 1** – Listen to messages in the currently selected folder
- **Option 2** – Change Folders
- **Option 3** – Advanced Options
- **Option 4** – Place an outgoing call
- **Option 0** – Mailbox Options
- **Option \*** – Help Menu & Return
- **Option #** – Exit the Voicemail System

### Advanced Options:

**Press Option 4:** Place an outgoing call (Not Enabled on All Systems)

**Press option 5:** Leave a message for another user on the system

### Mailbox Options:

1. Record your Unavailable Message
2. Record your Busy Message
3. Record your Name
4. Record your Temporary Greeting
5. Change Password

If there isn't a temporary greeting recorded, you will immediately be prompted to record one. If you already have a temporary greeting recorded, you will be presented with the following menu:

- **Option 1** – Record a Temporary Greeting
- **Option 2** – Erase your Temporary Greeting

Once Temporary Greeting has been erased, callers will be presented with Default Greeting.

## Listening to Messages

**Listening to Messages:** Message Envelope (If Enabled) will provide you with information about the message; Message Number, Date and Time message was received and Caller ID Information. Pressing "1" any time during the playback of the message envelope will skip that information and go directly to Message Listen Mode.

**During Playback:** Any of the following buttons may be pressed:

- **Option \*** – Rewinds the Message 3 seconds
- **Option #** – Fast Forwards the Message by 3 seconds
- **Option 0** – Pauses the message. Press any button to resume playback

**After Message Playback:** After your message has been played back, the system will play a prompt and wait for you to select:

- **Option 3** – Advanced Options (Send a Reply, Play Message Envelope, Place Outgoing Call, Leave a Message for another user on the same system)
- **Option 4** – Go to Previous Message
- **Option 5** – Repeat Current Message
- **Option 6** – Play Next Message
- **Option 7** – Deletes Message
- **Option 8** – Forward Message to another user on the system
- **Option 9** – Saves Message
- **Option \*** – Help
- **Option #** – Exits Voicemail System

**Changing Folders:** If you select the option to change folders IPitomy will play this menu:

- Option 0 – New Messages
- Option 1 – Old Messages
- Option 2 – Work Messages
- Option 3 – Family Messages
- Option 4 – Friends Messages

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Quick Reference & Voicemail Guide

<http://www.IPitomy.com/>



## Calls & Transfers

**Making Calls:** With telephone Idle, dial the desired number or extension, lift handset your call is now active.

**Handsfree/Speaker Call:** Telephone Idle, dial your desired number or extension, press the speaker button and your call is now active.

**Ending or Hanging up Call:** Press “End Call” soft key button or simply hang up the handset.

**Placing A Call on Hold:** While on a call press the “Hold” soft key button. Call will be placed on hold. Press “Resume” soft key button to retrieve call.

**Transfer A Call to Park:** Press the “Park” key and wait for prompt, you will hear the Park numbers (Usually; 701, 702 or 703). The red light next to the Park number selected will light up.

**Retrieve A Call from Park:** Press the lit Park Key (either 701, 702 or 703) to retrieve the parked call.

**Transfer A Call (Blind Transfer):** While on a call press the “Transfer” soft key button. Enter extension or phone number where you want to transfer call to. Press “B Transfer” soft key button to complete transfer.

**Transfer A Call (Screened Transfer):** While on a call press the “Transfer” soft key button. Enter an extension or phone number where you want to transfer call, and press “Send” soft key button. Wait for that party to answer, announce the call and press “Transfer” soft key button to complete transfer.

## Transfers – Features - Voicemail

**Conference Call:** While on a call, press the “Conference” soft key button. Place the second call, once the third party has answered, press “Conference” Button again to bridge calls.

**Do Not Disturb (DND):** Press the “DND” soft key button to enable Do Not Disturb mode. An icon will appear at the top of your phone showing DND has been enabled. All calls will now go directly to your voicemail. Press “DND” soft key button to disable Do Not Disturb.

**Call Logs:** Press the “History” soft key button to access your Call Logs (All Calls, Missed Calls, Placed Calls, Received Calls, Forwarded Calls) use the navigation arrows to browse through the lists. You can highlight and select any number you wish to redial or save them in your phone book.

**Send Call to Voicemail:** While on a call press the “Transfer” soft key button. Press the \* key + extension number and press “B Transfer” soft key button.

**Mailbox Overview** - Among the many features included in your IPitomy Voicemail system are:

- Three different types of greetings
- Voicemails forwarded to your e-mail address in .mp3 format
- Organizational System called “Folders” to help arrange saved messages
- Password protected mailbox access
- Audible recording menus to create and re-record greetings
- Voice-to-Text

**Default Greeting:** If you do not record any greetings your IPitomy system will automatically play a set of default greetings depending upon the status of your extension.

## Voicemail

**Greeting Type:** There are three types of greetings available:

- Standard Greeting – Played when your phone is unanswered
- Busy Greeting – Played when your extensions is busy or DND is enabled.
- Temporary Greeting – Played whenever it is recorded and enabled.

**Voicemail Folders:** Your IPitomy IP PBX allows you to save and organize your messages into folders. These 5 folders have convenient names for organizing messages:

1. **New**
2. **Old**
3. **Work**
4. **Family**
5. **Friends**

When a message is left for you, IPitomy will place the message into the “New” folder. Once you listen to the message and do not delete or save it, IPitomy will automatically move the message to the “Old” folder.

**Logging in to your Voicemail:**

- **From your Local Extension:** press the “Message” key on your telephone. This will bring you to a voice menu that will ask you to enter in your password. Enter your password (default password is your extension number) and follow prompts.
- **Outside Using Auto-attendant:** When dialing in from outside the office, call into the auto-attendant. Dial # from the menu, you will then be prompted to enter in your mailbox number
- **From Another Office Phone:** Dial 924, you will then be prompted to enter your mailbox number and then your password.