Phone Feature Access Codes

#8 . Automatic Callback Deactivation

*50 . Push to Talk

*72 . Call Forwarding Always Activation

*73 . Call Forwarding Always Deactivation Call

*90 . Forwarding Busy Activation

*91 . Call Forwarding Busy Deactivation

*92 . Call Forwarding No Answer Activation

*93 . Call Forwarding No Answer Deactivation

*67 . Calling Line ID Delivery Blocking per Call

*65 . Calling Line ID Delivery per Call

*68 . Call Park

*88 . Call Park Retrieve

*98 . Call Pickup

*69 . Call Return

*62 . Retrieve voicemail

*70 . Cancel Call Waiting

*99 . Clear Voice Message Waiting Indicator

*97 . Directed Call Pickup

*33 . Directed Call Pickup with Barge-in

*55 . Direct Voice Mail Transfer

*78 . Do Not Disturb Activation

*79 . Do Not Disturb Deactivation

*22 . Flash Call Hold

*66 . Last Number Redial

*75 . Speed Dial 100 (Configure)

#nn . Speed Dial 100 (Use)

*74 . Speed Dial 8

*47 . Sustained Authorization Code Activation (calls unlocking)

*37 . Sustained Authorization Code Deactivation (calls locking)

#51 . Hunt Group Busy Activation

#52 . Hunt Group Busy Deactivation

#53 . Hunt Group Busy Interrogation

Voicemail Guide

Setting Up and Using Voicemail from Your Device

First Time Setup

Dial the voice portal number/extension, or the message key on the handset, then:

1. If requested, enter your phone extension.

2. Listen to the voice prompts

3. Enter a new passcode at the prompt.

4. Re-enter your passcode at the prompt.

5. Record your name at the prompt.

6. Press #.

Your VM is now initialized.

After initial Set-up

From Your Phone

1. Press the "Messages" key or dial *62

2. Input your password

From another IP Phone in your organization

1. Press the "Messages" key

2. Press "*"

3. Input your extension

4. Input your password

From a Phone outside your organization to the voice portal

1. Dial the Voice Portal number

2. Input your extension

3. Input your password

From a Phone outside your organization to your extension

1. Dial your phone number

2. Press "*"

3. Input your extension

4. Input your password

Sample "No Answer" greeting:

o This is Mary Smith and you've reached my voicemail on

Monday March 16.

o To leave me a message, press pound or wait for the tone.

o To reach our operator, press 0.

o Thank you for calling.

Sample "Busy" greeting:

o This is Mary Smith and you've reached my voicemail because I'm on my phone.

o To leave me a message, press pound or wait for the tone.

o To reach our operator, press 0.

o Thank you for calling.

Sample "Extended Away" greeting:

o This is Mary Smith and you've reached my voicemail because I'm away from the office during the week of

August 3 through 7.

o To leave me a message, press pound or wait for the tone.

o To reach our operator, press 0.

o I will answer voice messages on August 10 upon my return to the office.

o Thank you for calling.

Voice Portal Main Menu

1 Access Voice Messaging†

2 Change CommPilot Express Profile †

3 Record Greetings †

4 Change Call Forwarding Options †

5 Record Announcements

6 Make Calls †

7 Access Flexible Seating/Hoteling †

8 Change Passcode

9 Exit

Repeat menu

† These options are provided only if their services have been assigned to you.

Voice Messaging

1 Access Play Messages menu

2 Access Change Busy Greeting menu

3 Access Change No Answer Greeting menu

4 Access Change Extended Away Greeting menu

5 Access Compose Message menu

7 Access Delete All Messages menu

Passcode (optional)

Personalized Name (optional)

8 Access Message Deposit menu †

* Return to previous menu

Repeat menu

Change Busy Greeting Menu

1 Record new Busy Greeting

2 Listen to current Busy Greeting

3 Revert to system default Busy Greeting

* Return to Voice Messaging Main

Menu

Repeat menu

Change No Answer Greeting Menu

1 Record new No Answer Greeting

2 Listen to current No Answer Greeting

3 Revert to system default No Answer Greeting

* Return to previous menu

Repeat menu

Change Extended Away Greeting Menu

1 Activate Extended Away Greeting

2 Deactivate Extended Away Greeting

3 Record new Extended Away Greeting

4 Listen to current Extended Away Greeting

* Return to previous menu

Repeat menu

Extended Away is a special type of no-answer greeting. Therefore, activating the Extended Away greeting automatically deactivates the No Answer greeting and deactivating the Extended Away greeting, activates the No Answer greeting