

# WILLAMETTE VALLEY FIBER

## 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*