

BASICS

To use this guide you will need to know a few things/

- Your extension number
- Your mailbox number (usually your extension number)
- The Voicemail extensions number (to forward your calls and access your messages)

NOTE: Prompts will always assist you when access your mailbox

First you will need to record your personal greeting and customise your mailbox before sending or receiving messages. To do this you need to begin by logging into your mailbox.

MAILBOX LOG IN-Initial Setup

Dial the mailbox extension number

When answered dial '5' to enter mailbox management

Dial '3' to record your name

Record your name after the tone

Press '1' to end recording

Press '2' to accept

Not at your desk

Dial '1' and '1' to record your no answer greeting

Record your greeting after the tone

Dial '1' to end recording

Dial '2' to accept recording

Busy on another call

Dial '2' to record your busy signal greeting

Record your greeting after the tone

Dial '1' to end recording

Dial '2' to accept recording

After hours

Dial '3' to record your after hours greeting

Record your greeting after the tone

Dial '1' to end recording

Dial '2' to accept recording

CHANGING YOUR PASSWORD

Log in to your mailbox

Dial '5' and '2' to change your password

Dial '1' to set the password

Enter the password followed by '#'

Press '2' to accept

FORWARDING CALLS TO YOUR MAILBOX

When you want to forward calls to your mailbox you have these choices:

Go 'Off Hook' then dial '710' (or pres 'FWD/DND' button if programmed then,

Dial '2' for all calls and the extension number

Dial '3' for busy and the extension number

Dial '4' for no answer and the extension number

Dial '5' for busy/no answer and the extension number

To Cancel

Go 'Off Hook' then dial '710' (or pres 'FWD/DND' button if programmed then,

Dial '0' to cancel

CHECKING THE MAIL

Log into your mailbox

Dial '1' to hear any messages in the mailbox

Dial '2' to play the next message

Dial '3' to delete the message

Dial '4' to send/reply to a message

Dial '7' to transfer a message

ADVANCED FEATURES

Call blocking will prevent called from being transferred to your extension. They will receive an announcement that you are unavailable. They will be given options to leave a message, call the operator or try another extension.

Call Screening lets you know who is calling before you take the call. The caller will be asked to record their name, and then asked to wait. The VPS calls your extension and asks if you wish to take the call.

LOG IN

Dial the VPS extension number
When answered dial '8' followed by your extension number (not required if dialling your own extension)
Enter your password if requested/applicable
Dial '1' to play messages etc

SETTING CALL BLOCKING

Log In
Dial '4' for Auto Attendant Status
Dial '1' for Call Transfer Status
Dial '1' to set Call Blocking - enabled

SETTING CALL SCREENING

Log In
Dial '4' for Auto Attendant Status
Dial '1' for Call Transfer Status
Dial '2' to set Call Screening - enabled

DISABLING ALL TRANSFER SERVICES

Log In
Dial '4' for Auto Attendant Status
Dial '1' for Call Transfer Status
Dial '5' to disable all Transfer Services

EXTERNAL ACCESS

Dial main office number
Auto attendant answers immediately dial '#6'
Dial '*' and your extension number
Enter your password if requested/applicable
VPS informs you of any new messages

EXTERNAL ACCESS VIA DIRECT IN DIAL

Dial VPS direct phone number
Immediately dial '*' and your extension number
Enter your password if requested/applicable
VPS informs you of any new messages