

IP Office Customer Guide

VOICE MAIL

Voice Mail Setup:

1. Press ***17** or the **VoiceMail** button programmed on your phone. You will be asked to enter your extension then #
2. You will then be asked to enter your password. The default password for new users is #.
3. The system will then ask you to enter a new password and then re-enter that password to confirm.
4. You will then be prompted to record your name.
5. To set up a personal greeting; press 3 and record a greeting. Make sure you listen to the prompts and activate the recorded message for all calls.

Retrieving Your Voice Mail:

1. Press ***17** or the **Voice Mail** button programmed on your phone. You will be asked to enter your extension then #
2. Enter your password. If you have not set a password use the default of #
3. You will hear the Voice Mail help menu.
 - Press 2 to receive your Messages
 - Press 0 to listen to your Messages
 - Press *3 to Delete the message
 - Press *# to Save and skip to the next message.

TRANSFERING A CALL

Blind Transfer:

After you answer the call, press transfer on your phone and then the extension number you would like to transfer to, then hang up your phone. The caller will then be transferred.

Supervised Transfer:

To announce a call while transferring; after you answer call, press transfer and the extension you are sending the call to. Stay on the line until the internal party answers the phone. Announce the call (the caller cannot hear you at this time.) If the internal party would like to take the call; hang up and the call will go through. If the internal party doesn't want to take the call; press the Drop button on your phone and the caller will be back on your phone.

Transfer Call Direct To Voice Mail:

Press Transfer, then # and the extension number. The press transfer again.

Transfer Caller into Voice Mail to Check Messages:

Press Transfer then your Voice Mail button or *17

CONFERENCE CALLS

Conference Button:

To bring a caller into your conversation, whether inside the building or outside the building, press the Conf button which puts the caller on conference hold. Dial the internal extension # or the outside number of the party you wish to conference with. Then press the Conf button again....repeat process to bring in other parties.

HOLD AND PARK

Hold:

The Hold button puts a call on hold exclusively on your phone. The call can not be picked up anywhere else but on that phone.

Park Zones:

Park Zones are used to put calls on hold so the call can be picked up at any phone in the building. A Park Zone will blink red. A zone is free to park again as soon as a call is picked up.

To Pick-Up Park Zones:

Press the Park Zone once to display the call information; then press the Park button again to pick up call.

MISC

To toggle display from name to time/date:

Press the Menu button then press the right arrow key twice. Press the button under "ImDay". To change back to your name, repeat these steps.

Redial Button:

Press the Redial button. The display screen will show the last calls made. Use the right and left arrow buttons to scroll through numbers. When you want to call a number; press one of the 4 buttons below the screen that corresponds with the number you wish to call.

Caller ID Log:

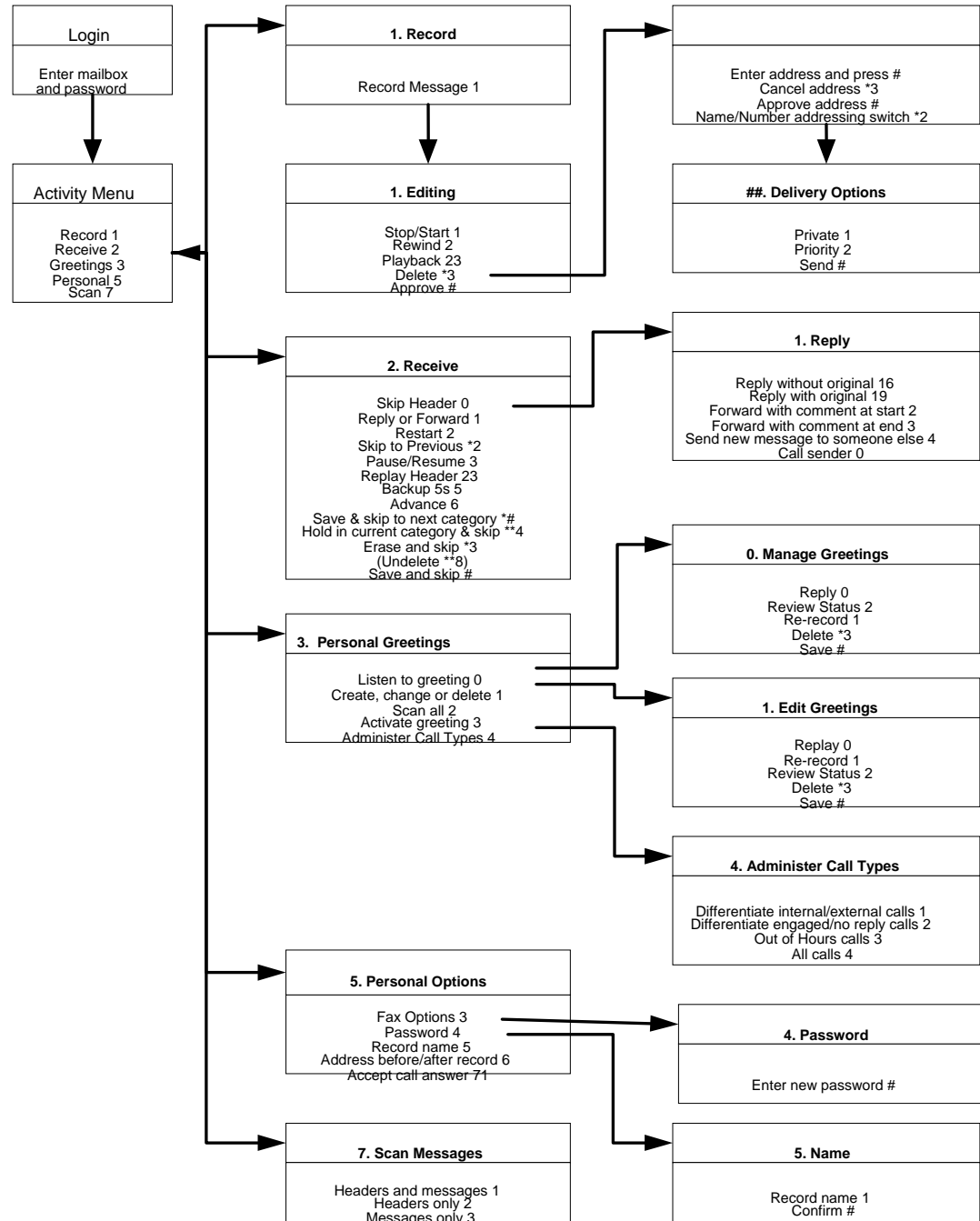
To view caller ID press the Menu button twice. Then scroll to the right with the right arrow button, and then press "HIST."

Volume Arrows:

Arrows control volume for the ringer, speaker, and the handset while using that function.

Send Calls:

When you activate this feature, all calls will be sent to voice mail.



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