**Vonage/Polycom Voicemail Quick Start Guide**

**To TRANSFER:** Transfer – extension or phone number – Transfer

**To CONFERENCE:** Conference – extension or phone number – Conference

**ANSWER 2nd CALL:** ‘Hold’ first call ‘Answer’ 2nd call with soft key

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### Soft Keys
are located near bottom of Display

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**• ANSWER A CALL:**
Pick up the handset or
Press the speaker button or
Press the line key for the incoming call or
Press the Answer soft key

**NOTE:** “Reject” sends caller directly to voicemail.

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**• HANDLING MULTIPLE CALLS:**
When on a call and a new incoming call arrives, press **Hold** then **Answer** (soft key lower display) to connect with second caller.
To toggle between calls use the Navigation keys (up, down, left & right arrows)
Then **Resume** connection to the highlighted call.

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**• TRANSFER:**
Transfer: puts first call on hold and provides dial tone
Dial the number you want to transfer the call to (extension or phone number)
Consult: When second party answers, consult or announce, press Transfer to complete (sends your caller ID)

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**• TRANSFER BLIND:**
To transfer a call without consultation, press **Transfer** then **Blind** then dial number. (sends Caller ID of calling party, cannot announce call or consult)

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**• CONFERENCE:**
During call press **Conference** – puts first call on hold and provides dial tone. **Dial the second party** (extension or phone number)
When the second party answers, press **Conference** to join both parties.

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**• DO NOT DISTURB:** Direct calls to Voicemail
(callers receive your busy greeting)

**Please note:** Not all features are available on all phones.

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**• CALL LIST:** Missed, Placed or Received
To view your last 50 call records: Use the Navigation Keys (up, down, left & right arrows):

▼ The down arrow for Missed
▲ The right arrow for Placed
◄ The left arrow for Received

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**• CONTACT DIRECTORY:**
Press **Directories** or up arrow ▲
Contact Directory: scroll to desired entry then:
Dial: To place call to highlighted number
Edit: First Name, Last Name, Contact Phone Number, Speed Index, Ring Type, etc. Save or Cancel changes
Back: To return to previous menu
More: Next page of Options
Add: Create new entry
Search: By First or Last Name
Delete: Remove entry

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**• TELEPHONE BASIC SETTINGS:**
Press **Menu**

(3) **Settings**
(1) **Basic Preferences**:
1. Language (default to English)
2. Time & Date-Clock Date, Time, Order, Disable
3. Headset Memory
4. Ring Type
(2) **Contrast**
(3) **Ring Tone**: use navigation keys to scroll, Play to listen, then Select ring tone

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**OTHER FEATURE CODES**
Transfer Direct to Voicemail, Press Transfer *55 Ext #
Call Park: Press Transfer *68 Ext# / Retrieve *88 Ext#
*50 - Extension # Push to Talk (speaker intercom)
*97 - Extension # Call Pick Up
*78 - Do Not Disturb Activate
*98 - Group Call Pick Up
*72 - Call Forward Activate
*79 - DND Deactivate
*73 - Call Fwd Deactivate

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For more Support 888.616.6414
**VOICE MESSAGING MAIN MENU**

Press
1. Voice Messaging (retrieve messages)
2. Comm Pilot Express (reference the Mysphere Assistant Toolbar for more information)
3. Personalize Name
8. Passcode
9. Exit
# Repeat Menu

**1 VOICE MESSAGING**

Press
1. Play Messages
2. Busy Greeting Menu
3. No Answer Greeting Menu
5. Compose Message Menu
7. Delete All Messages
8. Personalized Name
* Comm Pilot Voice Portal (Main Menu)
# Repeat Menu

2. Busy Greeting
   1. Record new “Busy” Greeting
   2. Listen to current “Busy” Greeting
   3. Revert to system “Busy” Greeting
      (Do Not Disturb sends caller to Busy Greeting)
 * Previous Menu
 # Repeat Menu

3. No Answer Greeting
   1. Record new “No Answer” Greeting
   2. Listen to current “No Answer” Greeting
   3. Revert to system “No Answer” Greeting
 * Previous Menu
 # Repeat Menu

**3 PERSONALIZED NAME**

Press
1. Record new Personalized Name
2. Listen to current Personalized Name
 * Previous Menu
 # Repeat Menu

8. CHANGE PASSCODE - (6 - 14 DIGITS)
   Enter new passcode, #
 * Previous Menu

**VOICE MESSAGING LOGIN**

Press Messages button or dial your own number

FROM YOUR OWN PHONE:
Enter passcode, then #

FROM ANOTHER PHONE:
Press * during greeting then
Enter passcode (default, then #)

**1. VOICE MESSAGING**

Press: While listening to a Message:
1. Skip Backward 3 seconds
4. Skip Back to Beginning of message
3. Skip Forward 3 seconds
6. Skip Forward to End of message
2. Pause / Resume playback
5. Play message Envelope
8. Initiate call to Sender
9. Additional Options:
   1. Reply to Message
   2. Forward Message (cannot Forward Confidential Messages)
7. Delete message
 # Save message

Press: After listening to a Message:
4. Return to previous message
6. Move to next message

**LEAVING MESSAGES**

During greeting
# Skip Greeting, record message at tone
 * Password prompt
0 Transfer out of voicemail to configured number

**Review message:**
1. Erase message and record again
3. To Forward message
5. To send to a Distribution list
2. Listen to current message
6. Set or clear the Urgent indicator (New Urgent messages are played first)
7. Set or clear the Confidential Indicator
 * Return to Voice Portal Main Menu
 # Repeat menu