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

Soft Keys are located near bottom of Display

• 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.

• 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.

• 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)

•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)

• 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.

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

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

• 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

• 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

» 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

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   *98 - Group Call Pick Up
*78 - Do Not Disturb Activate   *79 - DND Deactivate
*72 - Call Forward Activate   *73 - Call Fwd Deactivate

Vonage Business

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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

1 Play Messages
2 Skip Envelope (date & time)

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