

# 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



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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