



Phone and Voice Mail Guide



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Command	What Does It Do?
###	Dials another user at a local extension, where ### is a 3 digit extension number such as 123.
3###	Directly accesses a user's voice-mail box. May be used to leave a message or transfer a caller to target VM box.
*33	Conference call setup on analog phones only. (Connect to first party, FLASH, *33, dial second party, FLASH to create conference).
350 – 399,34000- 34999	Accesses company-wide Speed Dial numbers. (Defined by system administrator, available on Intranet site).
431-439	Accesses Auto Attendants.
402	Overhead Paging.
420/421	Turns on Do Not Disturb for this handset/Turns off Do Not Disturb for this handset.
45###	Forwards calls to an extension in the range 100-199#.
450	Cancel Call Forwarding.
460-469	Pages a pre-defined group of handsets/users (460 is all page).
6###	Accesses the Voice Mail Message Center.
700	Parks a call (Attended Transfer to x700, listen to parked location, complete transfer).
4600-4609	Enter a Call Queue. Dial 4600 to enter the first Call Queue, 4601 to enter the second Call Queue etc.
4610-4619	Retrieve a call from the Call Queue. Dial 4610 to retrieve a call from the first Call Queue, 4611 to retrieve a call from the second Call Queue etc.
701-709	Retrieves a call parked from park locations 701-709.
7###	Answers a ringing extension.
8 + pin code	Accesses an outside line via a pin code-restricted handset.
9	Accesses an outside line for local or long distance calling.



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Telephone-Specific Commands			
	BizTouch™ IP2 Phone	Cisco 79xx Phones	Analog Phones
Access Voice Mail	Press Messages Button or dial 6 plus your extension number.	Press Messages Button or dial 6 plus your extension number.	Dial 6 plus your extension number.
Attended Transfer	Press <Transfer>, select a second call appearance, dial number, speak to second party, and press <Transfer>.	Press <more>, <Trnsfer>, dial number, announce call, <Trnsfer>. IMPORTANT - wait for call to clear from display then hang up.	Press <FLASH>, dial number, announce call, and hang up.
Blind Transfer	Press <Transfer>, dial number, and hang up.	Press<more>, <BlndXfr>, dial number	Press <FLASH>, dial number, hang up.
Conference call	Establish call with first party, press <Hold>, select second call appearance and dial another party, press<Conference>, press the call appearance of the first party.	Establish call with first party, pPress <Confrn>, dial second party, announce conference, and press <Confrn> to establish 3-way conference.	Establish call with first party, Press <FLASH>, dial *33, wait for dial tone, dial second party, announce conference, press <FLASH> to establish 3 way conference.
Park a call	Press <Transfer>, select a second call appearance, dial 700, listen to parking location, and press <Transfer>.	Press <more>, <Trnsfer>, dial 700, listen for parking location, press <Trnsfer> , wait for call to clear from display then hang up.	<FLASH>, dial 700, listen for parking location, hang up.
Retrieve a parked call	Dial 70x (parking location given during parking procedure above).	Dial 70x (parking location given during parking procedure above).	Dial 70x (parking location given during parking procedure above).
Consultation	Press <Transfer>, select a second call appearance, dial the third party and consult, press <Transfer> to deliver the call, or press first call appearance to return to the second party.	Press <more>, <Trnsfer>, dial number, consult, press <End Call>, <Resume>	Press <FLASH>, dial number, consult, press <FLASH>.

IMPORTANT NOTES REGARDING THE VOICE MAIL SYSTEM

- To access your voice mail box from any external location, dial in and reach the auto attendant, then dial 6 plus your extension number.
- To skip a user's outgoing greeting and record a message, press #.
- To perform any voice mail command during message playback, press * then the command prompt – for example to delete a message during playback, press *3.
- To transfer to another user's extension either during outgoing message playback or after leaving a message, press * and the extension number. For example, to reach the operator press *0 or, to reach another user, press *123.

ACCESSING YOUR MESSAGE CENTER INBOX

1. From any telephone, dial 6 followed by your primary extension number, or press the Messages button from a Bizfon feature phone.

NOTE: When calling from outside the organization, you can access your VM box by reaching the auto attendant and dialing 6 followed by your primary extension. Alternatively, you may have an internal user transfer you to your VM box.

2. From the telephone keypad, enter your password followed by the # key.
3. You will hear an announcement indicating the number of new and saved voice-mail and e-mail messages in your inbox, along with your current presence setting and the following options:

Command	Function
1	To listen to voice mail messages
2	To listen to saved voice mail messages
3	To send a message
4	To change your Message Center system settings (record your name, outgoing greeting or change presence)
5	To listen to e-mail messages
6	To listen to saved e-mail messages
9 or hang up	To end your call
*	To listen to these choices again

CHANGING YOUR NAME RECORDING

1. Log in to your message inbox.
2. Select Option 4. The system will announce the following options:

Command	Function
1	To change your presence setting
2	To change the recording of your name
3	To change your outgoing message recording
4	To change the maximum recording time for messages
5	To change your password
*	To listen to these choices again

3. Select Option 2. The system will play your current name recording for your review and offer from the following options:

Command	Function
2	To change your name recording
3	To review your name recording
#	To return to the previous menu
*	To listen to these choices again

4. Select Option 2. Listen to the instructions and record your name. Press the # key when you have finished. The system will offer the following options:

Command	Function
1	To save your name recording
2	To change your name recording
3	To review your name recording
#	To cancel changing your name recording
*	To listen to these choices again

CHANGING YOUR OUTGOING VOICE-MAIL MESSAGE

1. After logging into your message box, select option 4 to change your message center system settings.
2. Select option 3 to create or change the recording of your outgoing message. Listen to the prompts and record your outgoing message. Press the # key when you have finished. The system will then offer the following options:

Command	Function
2	To change your outgoing message
3	To review your outgoing message
#	To return to the previous menu
*	To listen to these choices again

3. Callers can transfer to another extension after leaving a message by pressing * and a new extension number (*0 to reach the operator, *### to reach a different extension)
4. Callers can skip your outgoing greeting by pressing # during the greeting.

VOICE-MAIL MESSAGE PLAYBACK

1. Log in to your message inbox.
2. You will hear an announcement indicating the number of new and saved voice-mail and e-mail messages in your inbox, along with your current presence setting and the following options:

Command	Function
1	To listen to voice mail messages
2	To listen to saved voice mail messages
3	To send a message
4	To change your Message Center system settings (record your name, outgoing greeting or change presence)
5	To listen to e-mail messages
6	To listen to saved e-mail messages
9 or hang up	To end your call
*	To listen to these choices again



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1. Select option 1. The system will announce the time each message was received, and then play the message.

NOTE: During message playback, you must press (*) preceding each command option - for example, to delete a message during playback, press *3.

Command	Function
1	To <i>reply</i> to this message
2	To <i>forward</i> this message
3	To <i>delete</i> the message
4	To <i>replay</i> this message
5	To <i>play</i> the <i>previous</i> message
6	To <i>play</i> the <i>next</i> message
7	To <i>rewind</i> the message 10 seconds
8	To advance the message <i>forward</i> 10 seconds
#	To return to the previous menu
*	To listen to these choices again
* ####	To direct to another extension including the operator (*0, *110 etc)

NOTE: Messages are automatically saved unless you choose to delete them.

REPLYING TO A VOICE-MAIL MESSAGE

To reply to new or saved messages received from people *within* your organization:

1. After playing the message, press option 1 to reply.
2. Listen to the instructions, then record your message. Press the # key when you have finished.
3. Select one of the following options for sending your reply:

Command	Function
1 or Hang up	To <i>send</i> to your message
2	To <i>review</i> your message
3	To <i>change</i> your message
#	To <i>cancel</i> sending your message
*	To listen to these choices again

FORWARDING A VOICE-MAIL MESSAGE

To forward new or saved messages received:

1. After playing the message, select option 2 to forward.
2. After the Bizfon prompt, enter the first extension number to which you wish to forward the message. The system will play the selected user's name, and prompt for the next extension number. You can enter another extension number or press the # key to finish entering forwarding extension numbers. Repeat this process until all extension numbers are entered.
3. When you have finished entering extension numbers, you will be prompted to record a message to precede the forwarded message. Record your message at the beep, then press the # key when you have finished.

SENDING A VOICE-MAIL MESSAGE

To record and send a new message to multiple users or Message Aliases:

1. Log in to the message inbox.
2. Select option 3. The system will prompt you to enter the first extension number or Alias number to which you wish to send the message. Select option 9 to send your message to all voice-mail users.
3. Enter the first extension number. The system will confirm your entry, and prompt you to enter another.
4. Enter the next extension or Alias number. Repeat this process until all extension or Alias numbers have been entered. When the last number has been entered, press the # key to indicate you are ready to record your message.
5. You will be prompted to begin recording. When you have finished recording, press #.
6. You will be prompted to complete the process as follows:

Command	Function
1 or hang up	To send a message
2	To review your message
3	To change your message
#	To cancel sending
*	To listen to these choices again.

CHANGING YOUR MESSAGE CENTER PASSWORD

1. After logging into your message box, select option 4 to change your message center system settings. Then select option 5.
2. Your password must be at least 4 digits long. Follow the prompts to enter and confirm your new password.
3. Remember that this is the same password that you will use when retrieving Voice-mail via your e-mail client.

CHANGING YOUR PRESENCE VIA TELEPHONE

1. After logging into your message box, select option 4 to change your message center system settings. Then select option 1.
2. Your current presence will then be announced. To change your presence, select one of the numeric options listed below:

Command	Function
1	In office
2	At a meeting
3	On vacation
4	On business trip
5	At Home
6	Away
7	Busy
#	Return to the previous menu
*	To listen to the choices again

CHANGING THE MAXIMUM RECORDING TIME FOR VOICE MESSAGES

1. After logging into your message box, select option 4 to change your message center system settings. Then select option 4.
2. Your current message recording time will then be announced. To change the maximum message length, enter a new value between 30 and 120 seconds followed by the # key.

OTHER USEFUL HINTS

Your business directory, including the company phone list, shared folders, and online documentation is available online by pointing a browser to:

<http://TheAddressOfYourServer> This will either be the IP address of your server on your local area network or the host name of the server.

Your system administrator can give you this address and it is included on your Bizfon welcome summary sheet.

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