



Telephone & Voicemail Guide



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Telephone System Introduction

This booklet is designed to serve as a guide in getting you familiar with the new system. The important thing to remember is that you have all of the basic functionality you have always had, but you also have a few enhancements.

Quick Reference Guide

- Your extension is: _____
- Your Public Telephone Number is: 989-755-7741.
- To access the voice mail system: Press Messages Button.
- Meet Me extension range: ask if needed.
- Who to call for help: David Goldstein.

- If your extension is not answered within three rings:
Your call goes to voice mail.

- If a caller dials "0" during your voice mail message, the call will be transferred to:
Customer Service

Phone User Guide

*To access your Intranet Web Page...

Click on [Cisco Telephone Services](#) from Cinderella Intranet Page

Sign On: <Your CCM User ID>

Password: 12345

Placing Calls

Note – To access an outside line, you must press 8 before dialing the number.

To place a call, perform any of the following actions:

- Lift the handset and dial the number.
- Push a line key and dial the number.
- Push the **speaker** button and dial.
- If using a headset, press the **headset** key and then dial.
- Press the **new call** soft key and dial.
- Press a speed dial key.

Answering a call

Answering a call can be accomplished in any of the following ways:

- Lift the handset.
- Press the answer soft key.
- Press the speaker button.
- If using a headset, press the headset button.

Ending the call

All of the following will end a call:

- Replace the handset in the cradle.
- Press the **end call** soft key.
- Press the **speaker** button.
- If using a headset, press the **headset** button.

Hold

Press the **Hold** soft key. To retrieve the call, press the **resume** soft key.

Transfer

If you know the extension: (use # 999 to send caller to VM System)

During the call, press the **transfer** soft key. Next dial the transfer number. When the person answers, announce the call and then press the **transfer** key. To cancel and return to the original call, press the **end call** soft key and then the **resume** soft key.

If you do not know the extension:

While the caller is on the line, look up the extension number by pressing the **Directory** Button. Press **4** for the corporate directory. Press the **search** soft key. Put in the search info and retrieve the extension. *Note: you can give the extension number to the caller for future reference.* Press the **dial** soft key. Press the **transfer** soft key (or press for the **More** soft key, then the **Confr** soft key). Wait for the person to answer.

Complete the call:

Wait for the person to answer. Stay on the line to announce the call and remain on the call for as long as is appropriate. Press the **transfer** key again to have the put the call through. Hang up the phone when complete.

Conference call

During the call, press the **More** soft key and then press the **Confrn** soft key and then dial the party you want to add. Press the **Confrn** key again to add the 3rd party. Repeat to add additional parties (maximum of 4 parties total).

Meet Me

A Meet Me conference is an ad-hoc conference call that can be set up internally and both internal and external users can call into. It is best used for conference calls of 6 people or less.

Go off hook, press the **More** soft key, press **MeetMe** soft key, Dial **MeetMe** ext. Internal participants can access the Meet Me conference by dialing the extension directly. External users can access the Meet Me conference by dialing the full direct dial number.

Call forwarding

To forward your calls, press the **CfwdAll** soft key and enter the number where the calls should forward. To cancel, simply press the **CfwdAll** soft key.

Call forwarding to Voice Mail

To forward all of your incoming calls directly to your voicemail, press the **CfwdAll** soft key followed by the **Voice Mail** icon. To cancel, simply press the **CfwdAll** soft key.

Park/park pick up

During a call, press the **more** key until **park** appears. Press the **park** soft key and note the park number that will be displayed. You may now go to any phone and dial the number that was displayed to pick up the call.

Help

Press the ? button and follow the prompts.

Call histories and directories

This Call History and Directories area allows staff to view:

- Missed Calls
- Received Calls
- Placed Calls
- Directory of Employees

To access, press the **directories** button.

Using the **clear** soft key will clear all entries in the Missed Calls, Received Calls and Placed Calls log, but will not alter the Directory of Employees.

Settings

The following can be accomplished by using the **settings** button:

- Changing the contrast settings
- Selecting the ring type

Voice Mail

Voice mail is a tool for dealing with calls when you are unavailable to answer the phone.

*To access your Voicemail Assistant on the Intranet Web Page...
Click on [Voice Mail Assistant](#) from Cinderella Intranet Page

Sign On: <**Your Domain User ID**>
Password: LAN password
Domain: Cinderella

Setting up Voice Mail

Your first step in using voice mail is to enroll as a subscriber, which you do by phone. During enrollment, you record and enter information about yourself. You can call voice mail from inside or from outside your location to enroll.

After enrollment, you can:

- Log on to voice mail by phone to check and send messages, and to change many of your voice mail settings. You can log on to voice mail from inside or from outside of your location.
- Use the Voice Mail Assistant to change your voice mail settings.

To enroll on voice mail:

Step 1: Dial the appropriate number to call voice mail:

- If you are accessing voice mail from your own phone, press the **Voice Mail** button (envelope icon).
- If you are calling voice mail from outside of your location, dial the direct dial line.

Step 2: If you dialed the direct dial line, enter your phone extension, if required, then press #.

Step 3: Enter your temporary password:

Step 4: You will be asked to:

- Record your name *Note: Record your name ONLY. You will record a personal greeting later.*
- Set a new password.
Note: Passwords must be a minimum length of 3 digits

Logging onto voice mail

Step 1: • If you are accessing voice mail from your own phone, press the **Voice Mail** button on the phone (looks like an envelope).
• If you are calling voice mail from outside your location, dial the direct dial line.

Step 3: If you dialed the direct dial line, press * and enter your phone extension, and then press #.

Step 4: Enter your password and then #.

Recording and Enabling a Greeting

You can record your standard, closed, and alternate greetings by phone. You can record all five of your greetings from the Voice Mail Assistant. Recording a greeting does not automatically enable it. Alternatively, when a greeting does not have a recording, it does not mean that the greeting is disabled. Enabling and disabling a greeting means:

- **Enabled**—the greeting is available for voice mail to play for the appropriate situation. Note that when a greeting is enabled but not recorded, voice mail plays a pre-recorded system greeting.
- **Disabled**—the greeting is unavailable for voice mail to play, but the recording is not erased. (You cannot disable your standard greeting.)

You can enable or disable only your alternate greeting by phone. You can enable or disable all of your greetings from the Voice Mail Assistant. Note that some greetings override other greetings when they are enabled:

Alternate greeting - The alternate greeting overrides all other greetings.

Busy greeting - The busy greeting overrides the standard, closed, and internal greetings.
(DOES NOT APPLY SINCE WE HAVE CALL WAITING)

Internal greeting - The internal greeting overrides the standard and off hours greetings when you do not answer your phone.

Off hours greeting - The off hours greeting overrides the standard greeting during non-business hours.

Standard greeting - The standard greeting plays unless it is overridden by another greeting.

To change your greetings by phone

Step 1: Log on to voice mail.

Step 2: Press **4 >1 > 1**

Step 3: After voice mail plays your current greeting, either:

- Press **1** to re-record it.
- Press **2** to enable or disable your alternate greeting.
- Press **3** to record a different greeting, choose the greeting, and then re-record it.

Step 4: Use these keys if you re-record a greeting:

- Press **8** to pause or resume
- Press **#** to end recording
- Press ***** to cancel or back up
- Press **0** to end recording

Checking Messages by Phone

When you check messages by phone, voice mail plays your voice messages and receipts. When it is enabled, voice mail plays the Message Type menu before it plays your messages so that you can choose the type of messages that you want to hear. Otherwise, voice mail presents your messages according to the message playback order that you specify.

By default, voice mail plays information about the message—a subset of the message properties—before and after playing the message. For example, before playing each message, voice mail plays the name of the sender and the message number; after playing a message, voice mail plays the time that the message was sent.

Use the following procedure to check new and saved messages.

To check messages:

Step 1: Log on to voice mail.

Step 2: Press **1** to hear new messages.

Or

Press **3** to hear old messages. Then, press **1** to hear saved messages.

Step 3: Use the following keys to select the type of message that you want to hear. (If the Message Type menu is disabled in the Voice Mail Assistant, you will not hear this menu.)

- Press **1** for voice messages
- Press **4** for receipts
- Press **#** for all messages

Step 4: Use the following keys to control playback as you listen to a message.

- Press **1** to restart message
- Press **2** to save
- Press **3** to delete
- Press **4** to slow playback
- Press **5** to change volume
- Press **6** to fast playback
- Press **7** to rewind
- Press **8** to pause or rewind
- Press **9** to fast-forward
- Press **#** to fast-forward to the end
- Press **##** to save as-is
- Press ***** to cancel or back-up
- Press **0** for help

Step 5: Use the following keys to manage the message after you have listened to it.

- Press **1** to replay message
- Press **2** to save
- Press **3** to delete
- Press **4** to reply
 - Press **2** to reply to all
 - Press **4** to return the call
- Press **5** to forward message
- Press **6** to save as new
- Press **7** to rewind
- Press **9** to play message properties
- Press **#** to save as-is
- Press ***** to cancel or back-up
- Press **0** for help

Deleting Messages by Phone

To delete a message:

Step 1: Log on to voice mail.

Step 2: Press **1** to hear new messages, or press **3** to review old messages.

Step 3: During or after message playback, press **3** to delete the message.

Sending and Responding To Messages

Sending a Voice Message by Phone

When you send a message, voice mail sends the message to your intended recipients without ringing their extensions. You can send voice messages to voice mail subscribers, and public and private distribution lists. You can address a message to more than one recipient or type of recipient.

You address the message that you want to send by either using the phone keypad to spell the recipient name or to enter the extension of the recipient. Anytime that you address a message by phone, you can switch between spelling and number entry by pressing **##** when prompted. You can address messages to private lists only by using number entry. (You choose spelling or number entry to serve as your message addressing option).

Before you send a message, you can select from the following special delivery options:

Urgent Mark a message urgent so that voice mail sends it before regular messages.

Note: Please use discretion when marking a message Urgent.

Return receipt: Request a return receipt so that voice mail notifies you when the recipient opens the message.

Private: Mark a message private so that the recipient knows to treat it confidentially.

Future delivery: Mark a message for future delivery so that voice mail waits to send the message on the day and time that you specify.

Use the following procedure to send a voice message.

Step 1: Log on to voice mail.

Step 2: Press **2**.

Step 3: Follow the voice mail prompts to address your message. To address the message to a private list, press **##** to switch to number entry as necessary.

Step 4: Press **1** to add another name or list. or Press **#** to record the message, and use these keys as you record:

- Press **8** to pause or resume
- Press **#** to end recording

Step 5: Press # to send the message.

Or

Press 1 for message options. Then use the following keys to select options, and follow the voice mail prompts to send your message.

- Press 1 to change address
- Press 2 to change recording
- Press 3 to set special delivery
- Press 4 to review message
- Press # to send message as is
- Press * to cancel or back up
- Press 0 for help

Replying to a Message by Phone

Use the following procedure to reply to messages from other subscribers. You can also respond to non-delivery receipt (NDR) messages by resending the original message.

A message from the "Unity Messaging System" means that the caller was not a voice mail subscriber or was not logged on as one when the message was left. You cannot reply to messages from such callers.

To reply to a message

Step 1: After listening to the message, press 4.

Step 2: Record the message, and use these keys as you record:

- Press 8 to pause or rewind
- Press # to end recording

Step 3: Press # to send the message.

Or

Press 1 for message options. Then use the following keys to select options, and follow the voice mail prompts to send your message.

- Press 1 to change addressing
- Press 2 to change recording
- Press 3 to set special delivery
- Press 4 to review message

Step 4: Follow the voice mail prompts to handle the original message.

- Press * to cancel or back up
- Press 0 for help

Forwarding a Message by Phone

Messages marked private cannot be forwarded by phone. This includes any voice message that you or another voice mail subscriber recorded by phone and marked private.

Use the following procedure to forward a message as is or record an introduction that plays before the forwarded message.

To forward a message

Step 1: After listening to the message, press **5**.

Step 2: Follow the voice mail prompts to address the forwarded message. To address the message to a private list, press **##** to switch to number entry as necessary.

Step 3: Do one of the following three options:

Press **2** to record an introduction, and use these keys as you record:

- Press **8** to pause or rewind
- Press **#** to end recording

Press **3** for message options. Then use the following keys to select options, and follow the voice mail prompts to send your message:

- Press **1** to change addressing
- Press **2** to change recording
- Press **3** to set special delivery
- Press **4** to review message
- Press **#** to forward the message as is

Step 4: Use the following keys to manage the original message and to control playback.

- Press **1** to replay message
- Press **2** to save
- Press **3** to delete
- Press **4** to reply
 - Press **2** to reply to all
 - Press **4** to call subscriber
- Press **5** to forward message
- Press **6** to save as new
- Press **7** to rewind
- Press **9** to play message properties
- Press **#** to save as-is
- Press ***** to cancel or back-up
- Press **0** for help

Changing Your Voice Mail Conversation Menu Style

You can hear either full or brief menus when you interact with Voice Mail by phone. Full menus provide comprehensive instructions, and brief menus provide abbreviated versions of full menus.

To change your Voice mail conversation menu style by phone:

Step 1: Log on to Cisco Unity.

Step 2: Press **4 > 2 > 3**

Step 3: Press **1** to switch between full and brief menus.