

How do I set up my Voicemail?

Press Voicemail button 

Enter your PIN (phone passcode) default is set to 12345 Press #


Press 1 to record your Greeting

Press 3 then Option 1 to Change your PIN

Press 3 then Option 2 to Change your recorded name

Call the Help Desk X4357 if you don't know your PIN

How do I change my ring tone?

Press the Applications button.  Press the down arrow on the green toggle button. PREFERENCES will display, press the black circle button. Ring-tone will display then press the circle button again and use the toggle button to toggle through the ringtone selections. Press set then press apply. Press Applications button.



How do I FORWARD a message to another phone?

While listening to the message you can press # to fast forward to end

Press 5 to forward the message. It will allow you to record an introduction if you don't want to record one PRESS # then # again

It will then ask you to enter the name of the person you want to forward to, to bypass this and **TO ENTER THE EXTENSION OF THE PERSON PRESS ## Enter extension number then Press #**

To forward to an additional person press 91

To forward press

To mark urgent press 1 For return receipt press 2

To mark private press 3 For future delivery press 4

To record intro press 6

To hear all and/or delete recipients Press 92

To copy yourself press 95

To cancel press *

How do I listen to my messages?


Press Voicemail button  Enter your PIN press #

New messages will play

To listen to Saved Messages Press 3 then option 1

To listen to Deleted Message Press 3 then option 2

How do I restore deleted messages?


Press Voicemail button  and enter PIN

Press 3 to Review Old Message

Press 2 for Deleted Messages, Press 1 to review

Press 2 to Restore as new

How do I transfer a call?

Press the Transfer button 

Enter the extension number. Hang up to complete the transfer or wait to announce the caller and then hang up to complete the transfer.

When listening to a voice message the following options are available:

Press 1 to Restart message Press 6 for fast playback

Press 2 to Save Press 7 to Rewind

Press 3 to Delete Press 8 to Pause/Rewind

Press 4 to Slow Playback Press 9 to Fast Forward

Press 5 to change volume Press # to Fast Forward to End

Press ## to Skip Message, Save as is

How do I transfer a call directly to voicemail?

Press the Transfer button 

Enter * and the extension number

How do I access my voice messages from home?

Dial 446-0100 and press * when the message begins.

Enter your extension number followed by the # key

Then enter your PIN followed by the # key.

After listening to a voice message the following options are available:


Press 1 to Repeat Press 5 to Forward

Press 2 to Save Press 6 to Mark as New

Press 3 to Delete Press 7 to Skip Back


Press 4 to Reply Press 9 for Message Properties

How do I access my voice messages from another phone within the district?

Press the voicemail button  Press * and enter your extension number followed by the # key.

Then enter your PIN followed by the # key.

How do I find someone's extension number?

With Hand Receiver down, Press the Directory button 

Press the down arrow of the toggle button until

CORPORATE DIRECTORY displays. Press black circle button




If you want to search by First Name begin typing in the name by using the number keys to spell the First Name.


If you want to search by Last Name press the down arrow button on the Toggle button until Last Name displays then begin typing in the last name using the number keys PRESS SEARCH soft key.

You may need to use the green toggle button to scroll through until you find correct person.

To call pick up receiver and press DIAL soft key

To exit the Directory Search, press the Directory button 

How do I put a call on hold?

Press the hold button 


To retrieve call press the button with the blinking green light.

How do I park a call?

Press the PARK soft key it will display the PARK address (example #20)

To retrieve that call press the PARK address from any phone. Note PARKED calls must be picked up within 90 seconds.

Can I recall/retract a voice message I left?

Press Voicemail button  Enter PIN press #

Press 8 for message recall. Select message you want to retract and Press 3 will then ATTEMPT to recall the message but does not confirm recall.

How do I clear my Voicemail box?

Press Voicemail button 

Enter your PIN (phone passcode) and Press #

Press 3 Review Old Messages

Press 2 Review Deleted Messages

Press 2 Erase Deleted Messages (Press 1 to review deleted messages)

Press 1 Confirm Deletion

Press 1 To Delete voice messages

How do I make an outside call?

Press 8 and dial number (if long distance include 1 + area code)

How do I perform an ALL CALL?


Press *1500 wait for tone Press *2

How do I page into a specific room?

Press *1500 wait for tone Press Room Number

How do I make a conference call?

Dial first person's extension number or phone number

Confirm they are on the line, the Press Conference Button 

Dial next number, Press Conference Button 

You can have a maximum of 6 people on a conference

How do I forward my calls to another extension?

Press the Fwd All soft key and enter the extension number that you want calls forwarded to.

To turn off Fwd, press the Fwd OFF soft key

What is the DND button?

If you press the DND (Do Not Disturb) soft key, your phone will not ring and calls will go to your voicemail.

To turn off, press the DND soft key.

How do I call directly to someone's voicemail?

Enter * and the extension number

How do I set up my Voicemail AWAY message?

Press Voicemail button 

Enter your PIN (phone passcode) and Press #

Press 4 Set up options

Press 1 Change greeting (current is Standard Greeting)

Press 3 Edit Other Greeting

Press 3 Alternate Greeting—Record alternate greeting and press #

Press 3 To turn on alternate greeting

WHEN YOU RETURN, REMEMBER TO TURN OFF ALTERNATE GREETING