

# Voicemail Setup and Use

To initially set up your voicemail, press the “Message” key on your phone (if present) , or dial “\*97” + “Dial” or “Send” then enter your password (default is 1 + your extension number). Once logged in for the first time, Press “0” for “Mailbox Options” to get started. Please minimally record your “Unavailable Greeting” (option 1) and your “Name” (option 3). Please also be sure to change the password during this initial setup.

*Note: You may also access your voicemail from any internal phone by dialing \*98 + “Dial” or “Send”*

## Checking your Voicemail

- 1 Press the “Message” button, or dial “\*97” + “Dial” or “Send”
2. Enter your password + “#”
3. Follow prompts below

## Menu Options

### Press 1 to listen to messages

- \* = Rewind
- # = Fast Forward

### Press 2 to change folders

### Press 0 for mailbox options

- Press 1 to record an unavailable greeting
- Press 2 to record a busy greeting
- Press 3 to record name
- Press 4 to manage your temporary greeting
- Press 5 to change password
- Press \* to return to main menu

## Message Options

### Press 3 for advanced options

- Press 1 to send reply
- Press 3 to hear envelope  
(date/time, phone number of caller )
- Press \* to return to main menu

### Press 5 to repeat current message

### Press 7 to delete

### Press 8 to forward to another user

### Press 9 to save to folder

- Press 0 for new
- Press 1 for old
- Press 2 for work
- Press 3 for family
- Press 4 for friends
- Press # to return to cancel

# Quick Feature Reference Guide

Feature	Instruction
Answer Call Waiting	<ul style="list-style-type: none"> <li>• <b>All:</b> Press the 2nd (flashing) line key to hold the first call and answer</li> </ul> <i>Note: If only 1 Line Key is configured you will use the “Answer” soft key</i>
Toggle Calls	<ul style="list-style-type: none"> <li>• <b>All:</b> Press the 1st line key to hold the second call and return to the first.</li> </ul> <i>Note: If only 1 Line Key is configured you will use the arrow buttons on the device to toggle between calls.</i>
Attended Transfer	<ul style="list-style-type: none"> <li>• <b>Polycom:</b> Press “Transfer”, dial the extension then press the “Send” soft key, wait for answer, Announce the call, Now you may press “Transfer” again or simply hang up.</li> <li>• <b>Yealink:</b> Press “Transfer”, dial the extension (do not press “Transfer” again yet), wait for answer, Announce the call, Now you may press “Transfer” again or simply hang up.</li> </ul>
Blind Transfer	<ul style="list-style-type: none"> <li>• <b>Polycom:</b> Press “Transfer”, press the “Blind” soft key, dial the extension then press the “Send” soft key.</li> <li>• <b>Yealink:</b> Press “Transfer”, dial the extension, press “Transfer” again.</li> </ul>
Transfer to Voicemail	<ul style="list-style-type: none"> <li>• <b>Polycom:</b> Dial “##” - wait-for-prompt – enter “*” + the destination</li> <li>• <b>Yealink:</b> Press the “Transfer” button, enter “*” + the destination then press “Transfer” again</li> </ul>
Answer another Extension	<ul style="list-style-type: none"> <li>• <b>All:</b> Dial “***”+ the ringing extension to answer, then press “Dial or “Send”.</li> <li>• <b>Yealink:</b> You may also use the BLF Keys (on the right side of your device) to pick up an actively ringing (blinking) extension by simply pressing the button.</li> </ul>
Park a Call	<ul style="list-style-type: none"> <li>• <b>All:</b> “##” - wait-for-prompt – enter “70” – wait for parking space announcement.</li> <li>• <b>Yealink:</b> You may also press the “Transfer” button then “70” – wait for parking space announcement, then press “Transfer” again.</li> </ul>
Retrieve a Parked Call	<ul style="list-style-type: none"> <li>• <b>All:</b> Dial parking space number indicated while parking call , then press “Dial” or “Send”</li> </ul>
Conference Call	<ul style="list-style-type: none"> <li>• <b>All:</b> While on the first call, press the “Conference” or “Conf” soft key, place the second call, when answered you may press “Conference” or “Conf” soft key again to join the calls.</li> </ul>
Intercom	<ul style="list-style-type: none"> <li>• <b>All:</b> Dial “*80”+ the extension to intercom with, then press “Dial or “Send”</li> </ul>