



# **IP Office Essential Edition**

**PARTNER Mode M7100 Phone User  
Guide**

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# Chapter 1.

# M7100 Telephone



# 1. M7100 Telephone

This guide covers operation of a M7100 phone on an IP Office Essential Edition - PARTNER Mode phone system.



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## 1.1 Which Telephone System?

The IP Office telephone system can operate in a number of modes. This guide is for a system operating in IP Office Essential Edition - PARTNER Mode mode.

To check what system you are one, press Feature 9\*80. If your system is a IP Office Essential Edition - PARTNER Mode system. Instead the display will show the software level the system is using. If you hear an error tone, contact your system administrator to obtain the appropriate M7100 user guide

## 1.2 Programmable Buttons

Your phone has a programmable button to which the system administrator can assign a button function.

The phone system can also operate in one of two modes; key system mode or PBX system mode. Your system administrator will confirm the mode being used by your system. The mode being used automatically sets the role of some of the programmable buttons on your phone.

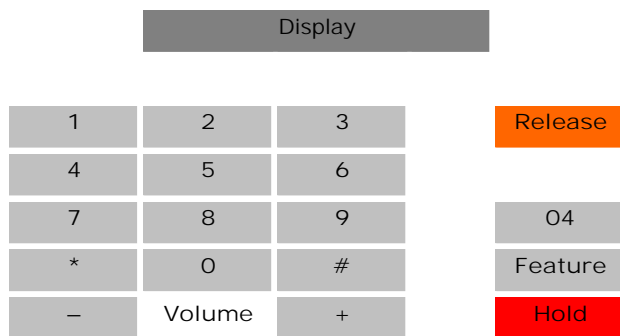
### Key System Mode

- **Intercom Buttons**  
The first two programmable buttons are set as Intercom buttons and cannot be changed. These buttons are used to make and receive internal calls.
- **Line Appearance Buttons**  
Some additional buttons are set as line buttons by your system administrator. These buttons are used to make and receive external calls. Your system administrator can adjust the number of line appearance buttons on your phone and which lines they represent.
- **Other Buttons**  
Any remaining buttons can be programmed for a range of features. This is done by your system administrator or by yourself through the phone's menus. For more information refer to the PARTNER Mode Phone Base Administration manual.

### PBX System Mode


- **Call Appearance Buttons**  
For a system in PBX system mode, the first three programmable buttons are set call appearance buttons. These buttons are used to make and receive internal and external calls.
- **Line Appearance Buttons**  
Your system administrator can assign the some buttons as line appearance buttons if required. This allows you to make and answer calls on a specific line if required.
- **Other Buttons**  
Any remaining buttons can be programmed for a range of features. This is done by your system administrator or by yourself through the phone's menus. For more information refer to the PARTNER Mode Phone Base Administration manual.

### M7100 Phone Buttons



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## 1.3 Virtual Call Appearances





This phone uses virtual intercom/call appearance buttons. Each such button assigned to your phone by the system administrator represents a call that you can make or answer. While you can only be connected to one call at any time, you can easily switch between it and your other virtual call appearances by using the  Hold button.

Typically the maximum number of simultaneous calls allowed is 3. This is set by your system administrator. When all your virtual call appearances are in use, you are busy to any further calls. Those calls will follow your forward on busy if set, else go to voicemail is available or else just get busy indication.

### Virtual Call Appearance Usage


When you go off-hook by lifting the handset, you answer the alerting call if any, otherwise you hear dial tone and can make a call. This uses one of your virtual call appearance.

With a call connected:


- If another call arrives on another virtual call appearance, you will hear a call waiting tone. Your phone's display will switch between details of the current and the waiting caller.
- If you press  Hold, the connected call is placed on hold and one of the following occurs, in the order listed.
  1. If you have a call waiting, that call is answered.
  2. If you have any free virtual call appearances available, you will hear dial tone. This allows you to make a call or to use short codes that may affect the held or waiting calls.
  3. If you have a call on hold, that call is reconnected.
- You can press  Hold again to cycle through the options above.
- If you press  Release or replace the handset (go on-hook) during a call, the current call is ended and your phone returns to idle. If there is a waiting call, it starts ringing. You can answer the call by lifting the handset again or pressing  Hold.

With the phone idle:

When you lift the handset, the following may occur in the order listed:

- The first alerting call appearance is answered if any.
- The first free call appearance available is seized and you hear dial tone to make a call.
- You can press  Hold to switch between virtual call appearances. This will answer or retrieve any call on next virtual call appearance or else play dial tone to make a call.

With the phone idle but a call alerting:

- Going off-hook or pressing  Hold will answer the call.

## 1.4 Dialing Codes

The following features can be used by dialing the appropriate number.

Feature	Dial	Summary
Call Pickup	6 <Extension Number>	Answer the longest waiting call ringing at an extension.
Group Pickup	66 <Pickup Group>	Answer the longest waiting call ringing any extension that is a member of the pickup group (1 to 4) selected.
Idle Line Pickup	8 <Line Number>	Seize the specified line if it is idle and then make a call using that line.
Active Line Pickup	68 <Line Number>	Answer or seize the call on the specified line.
Loudspeaker Paging	70	Page the loudspeaker device attached to the system.
Simultaneous Paging	*70	Page both the loudspeaker device attached to the system and the extensions in calling group 71.
Group Calling – Ring	7 <Calling Group>	Call the available extensions in one of the calling groups (1 to 4). If your system is running in PBX mode, an additional calling group 5 also exists.
Group Calling – Page	*7 <Calling Group>	Page the available extensions in one of the calling groups (1 to 4). If your system is running in PBX mode, an additional calling group 5 also exists.
Group Hunting – Ring	77 <Hunt Group>	Call the available extensions in one of the hunt groups (1 to 6).
Group Hunting – Page	*77 <Hunt Group>	Page the first available extension in one of the hunt groups (1 to 6).

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## 1.5 Feature Codes

The following feature codes can be dialed after pressing  Feature. Many of these features can also be assigned to [programmable buttons](#) <sup>42</sup>.

- [Account Code Entry](#) <sup>27</sup>: *Feature 900*  
This function allows you to enter an account code prior to making a call or during a call.
- [Call Forwarding](#) <sup>26</sup>: *Feature 4*  
This function allows you to redirect all your calls to another number. If the system administrator has configured you for Remote Call Forwarding, you can forward calls externally by specifying a personal speed dial as the destination.
- Caller ID Inspect: *Feature 811*  
This function allows you to see the caller ID of a call on another line without interrupting the current call to which you are connected.
- Caller Name Display: *Feature 933*  
This function allows you to swap the display of caller ID name and number information on the phone.
- Call Log: *Feature 812*  
This function allows you to view the phone system's call log of all caller IDs of calls received by the system. To use this you must be one of the three extensions configured for call ID logging by your system administrator.
- Conference: *Feature 3*  
Turn the current call and held call into a conference call. The held call can be an existing conference to which you want to add another call.
- [Conference Drop](#) <sup>23</sup>: *Feature 934*  
This function allows you to select and drop a call from a conference.
- Contact Closure 1: *Feature 9\*41*  
This function you to operate the system's contact closure 1 connection which might, for example, be connected to a door control. To use this, you must be a member of the system's contact closure group.
- Contact Closure 2: *Feature 9\*42*  
This function you to operate the system's contact closure 2 connection. To use this, you must be a member of the system's contact closure group.
- [Do Not Disturb](#) <sup>27</sup>: *Feature 85*  
This function allows you to switch do not disturb on or off.
- [Last Number Redial](#) <sup>16</sup>: *Feature 5*  
This function allows you to redial the last external number dialed.
- [Personal Speed Dial](#) <sup>20</sup>: *Feature \*480 to \*499*  
Dial the selected personal speed dial number.
- [Transfer](#) <sup>22</sup>: *Feature 70*  
Put your current call on hold and make an transfer enquiry call to the number entered. To complete the transfer dial the code again.
- Recall: *Feature 71*  
This function allows you to send a recall or hook flash signal.
- Saved Number Redial: *Feature 67*  
This function allows you to save the number dialed during a call and to redial that number when idle. This can be used when the number dialed does not answer.
- Serial Number: *Feature 9\*82*  
Displays the feature key number of the System SD card. This is the number used for validation of licenses entered into the system configuration.
- [Station Lock](#) <sup>27</sup>: *Feature 936*  
This function allows you to lock and unlock your extension from being used to make calls. When selected, you are prompted to enter a four digit code after which the extension is locked. If the extension is already locked, use of this function prompts for reentry of the four digit code to unlock the extension.
- [Station Unlock](#) <sup>27</sup>: *Feature 937*  
This function can only be used by the first two extensions in the system. It allows the user to unlock any extension without needing to know the code that was used to lock that extension.
- System Version: *Feature 9\*80*  
Displays the core software level that the system is running.
- System IP Address: *Feature 9\*81*  
Displays the IP address of the systems LAN port.
- [System Speed Dial](#) <sup>20</sup>: *Feature 0600 to 0699*  
Dial the selected system speed dial.

- [VMS Mailbox Transfer](#) <sup>[22]</sup>: *Feature 986*

This function allows you to transfer your current call to another extension's mailbox. Your current call is put on hold and you enter the target extension number to indicate the mailbox required.



# Chapter 2.



# Call Handling

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## 2. Call Handling

### 2.1 Making Calls

#### 2.1.1 Making Internal Calls

1. If already on a call, end the call (by pressing  Release) or put it [on hold](#) <sup>[20]</sup> (by pressing  Hold).
2. Press an idle Intercom or Call Appearance button.
3. Dial the extension number or the code for the feature you wanted to access. If you put a \* in front of the extension number, the system will attempt to make a [direct voice call](#) <sup>[16]</sup>.
4. You will hear the call progress. You can continue the call handsfree or switch to using the handset by lifting it.

#### 2.1.2 Making External Calls

1. If already on a call, end the call (by pressing  Release) or put it [on hold](#) <sup>[20]</sup> (by pressing  Hold).
2. Press an idle Line Appearance or Call Appearance button.
3. Dial the telephone number.
  - If using a Call Appearance button, some systems may require you to dialing a specific prefix when making external calls. Your system administrator will inform you if a prefix is required.
  - To dial a [personal speed dial](#) <sup>[20]</sup>, press Feature or # and select the speed dial between 80 and 89.
  - To dial a [system speed dial](#) <sup>[20]</sup>, press Feature or # and select a speed dial between 600 to 699.
4. You will hear the call progress. You can continue the call handsfree or switch to using the handset by lifting it.

#### 2.1.3 Redial

##### Using Last Number Redial

1. Lift the handset.
2. Press Feature 5.

#### 2.1.4 Making Page or Direct Calls



You can make calls that are automatically answered if the extension or extensions called support auto answer. There are two methods: page calls and direct voice calls, however the method for making both types of call is much the same.

##### To Make a Direct Voice Call

For a call to an individual extension, putting \* in front of the extension number of the user being called makes the call a direct voice call. If supported by the phone being called, the call is automatically answered after the called users hears 3 beeps.

Unlike a page call, the called user can also speak without having to take any further action if their phone has a handsfree microphone. Otherwise they need to pick up the handset to be heard.




If the user called is already on a call when you attempt a direct voice call to them, your call is turned into a normal waiting call.

1. If already on a call, end the call (by pressing  Release) or put it [on hold](#) <sup>[20]</sup> (by pressing  Hold).
2. Dial \* and then the extension number of the user.
  - If the user's phone is idle and supports auto answer, you can speak and be heard by them immediately. You can also hear them.
  - If you hear ringing, then either the user called already has another call in progress or has a phone that does not support answer.

##### To Make a Page Call

For a call to a group of extensions, putting a \* in front of the extension number of the group being called makes the call a page call. The group type is ignored, instead, all users who are members of the group, have phones that support auto answer and are currently not on another call, hear a single beep and can then hear you. However, you cannot hear the group members.

One of the users being paged can [answer the page](#) <sup>[18]</sup> if they want to. That turns the page call into a normal call between just you and the answering user.

2. If already on a call, end the call (by pressing  Release) or put it [on hold](#)  (by pressing  Hold).
2. Dial \* and then the extension number of the group.



### To Page the Loudspeaker Device

The telephone system can include a connection to a loudspeaker paging device. To page this device make a normal internal call to the extension number 70. If you make an internal call to \*70, you will page both the loudspeaker device and the available users in the calling group 71.

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## 2.2 Answering Calls

You can answer telephone calls that are ringing your extension or at another extension. If you regularly pick up calls for a specific extension you can program a [call pickup](#) <sup>[42]</sup> button for that specified extension.

1. If already on a call, end the call (by pressing  Release) or put it [on hold](#) <sup>[20]</sup> (by pressing  Hold).
2. If you pick up the handset you are connected to the incoming call. To answer a call alerting on a specific line, press that button.

### 2.2.1 Answering a Page Call

There are two type of calls which your phone will automatically answer the call so that you automatically hear the caller. This will only happen if your phone is currently idle, ie. not on another call.

#### Three Beeps

A call connected automatically after [three beeps](#) is a direct voice call to your extension only. The call is connected and answered automatically. You can speak to the caller without taking any further action.



#### Single Beep

A call connected automatically after [a single beep](#) is a page call a group of which your phone is a member. You can hear the caller but they cannot hear you.

To answer the call, turning it into a normal call between just you and the caller, press Feature 3.

### 2.2.2 Call Pickup

If you hear another phone ringing, there are a number of ways that you can answer the call if you know the user, group or line being called.

1. If already on a call, end the call (by pressing  Release) or put it [on hold](#) <sup>[20]</sup> (by pressing  Hold).
2. Press an idle Intercom or Call Appearance button.
  - To pickup a call ringing at a particular extension:  
Dial 6 followed by the extension number at which the call is ringing or parked.
  - To pickup the longest waiting call in a pickup group:  
Dial 66 followed by the pickup group number (1 to 4).
  - To pickup the call ringing on a particular line:  
Dial 68 followed by the two digit line number.
3. You can continue the call handsfree or switch to using the handset by lifting it.



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## 2.3 Speed Dialing

There are a number of ways that you can dial a stored number.


### 2.3.1 Personal Speed Dials

You can create up to 20 personal speed dial codes, 80 to 99, to store frequently dialed numbers. The numbers can be quickly dialed by pressing Feature and the two-digit code for that personal speed dial.

The personal speed dial numbers programmed for a particular extension can only be used at that extension.

- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, include the dial-out code in Speed Dial numbers that must dial out of the PBX or Centrex system.
- Personal speed dials do not override any dialing restrictions that apply to an extension.

#### To Use a Personal Speed Dial

1. If already on a call, end the call (by pressing  Release) or put it [on hold](#)  (by pressing  Hold).
2. Press Feature \*4 or # and dial the two digit personal speed dial code between 80 and 99.
3. The stored number is dialed.

#### To Edit Your Personal Speed Dials




You cannot edit your personal speed dials directly. You need to ask your system administrator to do this for you.

### 2.3.2 System Speed Dials

The system administrator can program up to 100 frequently used number as system speed dial numbers 600 to 699. Any user in the system can use a system speed dial by pressing Feature and dialing the three digit code of the system speed dial required.

- Except in special cases which the system administrator can configure, system speed dials do not override any dialing restrictions that apply to an extension.

#### To Use a System Speed Dial

1. If already on a call, end the call (by pressing  Release) or put it [on hold](#)  (by pressing  Hold).
2. Press Feature 0 and then dial three digit system speed dial code between 600 and 699. Alternatively dial # and then the dial three digit system speed dial code.
3. The stored number is dialed.

## 2.4 Adjusting the Volume


While the phone is connected to a call you can adjust the volume. The volume that gets adjusted will depend on whether you are using the handset or speakerphone at the time you use this process.

1. With the call connected, press the  and  minus keys to adjust the volume.


## 2.5 Holding Calls

When you put a call on hold, you can make and receive other calls. However, if a call is left on hold for too long, by default 15 seconds, it will automatically alert your phone again if you are not on another call.

#### To Put a Call on Hold

1. During the call, either press the  HOLD button or press the button on which the call is taking place.

#### To Return to a Call Put on Hold


Press  Hold to cycle between any current call, dial tone and held calls.

## 2.6 Parking Calls

Use this feature to place a call on a special type of hold where it can be retrieved from any extension in the system.

- You should park only one call at a time to ensure that you know which caller you are talking to when you retrieve the parked call.
- If you frequently park calls, program your extension number on an Auto Dial button, so you can park a call simply by pressing that button during the park process.

### To Park a Call

1. While on a call, press Feature 70 and dial your own extension number.
2. Replace the handset or press  Release. If the call is not picked up within three minutes, it rings back at your extension.

### To Retrieve a Parked Call

1. Press an Intercom or Call Appearance button and then 6 followed by the extension number of the extension that parked the call.

---

## 2.7 Transferring Calls

You can transfer a call to another extension.

1. During the call, press Feature 70. The call is put on hold.
2. Make a call to the transfer destination. Then do one of the following:
  - To transfer the call without announcing it (an unsupervised or blind transfer) hang up or dial Feature 70 again. You can do this as soon as you hear ringing. The transfer is complete. If the call is not answered it will be returned to your extension. When your extension rings, lift the handset to be reconnected to the caller.
  - To announce the call before completing the transfer (a supervised transfer), wait for the call to be answered. If the called party is willing to accept the call hang up or dial Feature 70 again. If no one answers or the call is refused, press the button next to the fast flashing button to be reconnected to the original caller.

### 2.7.1 Voice Mailbox Transfer

You can transfer a caller to directly to an extension's voice mailbox for the caller to leave a message without first ringing the extension. This feature is useful when you know that the extension user is not present and has not set do not disturb.

You can program a voice mailbox transfer button to transfer a caller directly to a voice mailbox by pressing the button and then dialing the mailbox subscriber's extension number.

#### To Transfer a Caller Direct to a Mailbox

1. During the call press Feature 14.
2. Dial the two digit extension number of the extension for which the caller wants to leave a message. The caller is routed to the mailbox and hears the recorded greeting for that mailbox.
3. Hang up.


## 2.8 Conferencing Calls



The conference feature allows you to conference other parties (including yourself) into a call. The system supports multiple conferences of up to 64 parties in total, including up to 2 external analog trunk in each conference.

### To Create a Conference Call

1. While active on a call, press Feature 3. The first party is now on hold.
2. When you hear dial tone, dial the telephone number of the second party.
3. When the call is answered press Feature 3 again to add the second party to the call. All parties hear a single beep to indicate that they are in a conference call.
4. You can now speak to the first and second parties.
5. Repeat the steps above to add more parties.

### To Hold a Conference Call



If you need to answer or make another call during a conference, you can [hold](#)  in the same way as for normal calls. When you put a conference call on hold, the other parties can still talk to each other.

- **! WARNING**  
Only hold a conference that you know is taking place on your own telephone system. If you hold a conference that you have joined on another telephone system, that conference will hear hold music.
1. Press the  HOLD button.
  2. Press the  HOLD button to cycle between your current call, dial tone and the held call.

### To Drop Yourself

1. Press  Release twice.

### To Drop Other Parties

1. Press  Release.
2. The details of the parties in the conference are displayed. Your own details are always displayed first.
3. Press \* to cycle through the details of the conference parties.
4. When the party you want to drop is displayed # (or press  Release).
5. Wait a few seconds for the display to return to normal.




---

## 2.9 Joining Calls

Joining is adding yourself to a call in progress.

- You cannot:
  - Join an internal call or a conference call at another extension.
  - Join a call at any extension where the extension user has privacy enabled.
  - Put a joined call on hold.
- You can:
  - Tell when someone has joined your call when you hear a single beep.
  - Use privacy to allow or prevent others from joining your calls.
  - Join a call that is being answered by the voice messaging system. When you join the call, the voice messaging system disconnects automatically so you can speak to the caller.
  - Dial 68 <Line Number> to join a call on that line if a line is not assigned to a button on your extension.

### To Join a Call

1. If already on a call, end the call (by pressing  Release) or put it [on hold](#)  (by pressing  Hold).
2. Press an Intercom or Call Appearance button and dial 68 followed by the two-digit line number.
3. You are now joined with the call. All parties on the call hear a single beep.

# Chapter 3.

## Other Features

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## 3. Other Features


### 3.1 Forwarding Calls

All external, internal and transferred calls directed to your extension can be diverted to a different internal extension number. You can enter the destination extension telephone number and select when calls are redirected using a programmed button.


Before you can automatically forward calls you need to assign the feature to a button with lights. The button can then be used to turn call forwarding on and off as required.

- Selected users may also be able to do remote call forwarding where they forward their calls to an external number. If that is the case, consult your system administrator, you can use your [personal speed dials](#) <sup>[20]</sup> as the forwarding destination.
- Some users may also be able to use cell phone connect, again consult your system administrator. With cell phone connect the call will ring at both your extension and at the remote call forwarding destination. This is also called mobile twinning.
- You receive a slow interrupted intercom dialling tone when call forwarding is active.

#### To Manually Set Forwarding

1. Press Feature 4.
2. Enter the number to which you want to forward calls.
  - To finish, end the call or press the  Release button.

#### To Manually Cancel Forwarding


1. Press Feature #4.
  - Alternatively, use the same process as setting a forward and enter your own extension number as the destination.
- To finish, end the call or press the  Release button.

### 3.2 Call Coverage


Call coverage is used to redirect all intercom, transferred, DID and outside calls on lines assigned to you to another extension. When call coverage is in use, covered calls are routed to the covering extension after a specified number of rings set by the system administrator.

- Group calls, forwarded calls, transfer-return calls and calls to doorphone alert extensions are not covered.
- A single extension can cover multiple extensions, however an extension can have only one covering extension.
- If you activate call coverage at your extension, for calls on a line appearance button, you still can intercept a call rerouted to coverage by pressing the button.
- You can program call coverage on a programmable button. Use a button with lights if you want a visual indication when your calls are being covered. When the button indicator is on, your calls are being covered; when off, call coverage is not active.
- If both call coverage and do not disturb are on, covered calls go immediately to the covering extension without ringing the covered extension. Similarly, if call coverage is on and a call begins to ring, you can turn on [Do Not Disturb](#) <sup>[27]</sup> to send that call immediately for coverage.
- If an extension has call coverage and [VMS Cover](#) <sup>[36]</sup> active, calls ring at the covering extension.
  - If the covering extension does not answer, the call is routed to the voice mailbox of the covered extension after the specified number of VMS Cover Rings. If the covering extension has [Do Not Disturb](#) <sup>[27]</sup> active, the call is routed immediately to voicemail.
- If an extension has call coverage active without voice mail coverage, covered calls ring at the covering extension for the specified number of call coverage rings. Outside and intercom calls continue to ring at the covering extension until the call is answered or the caller hangs up.
- For transferred calls, if the covering extension does not answer, the call goes to the transfer return extension after the specified number of Transfer Return Rings (if VMS cover is not active).
- Call forwarding override call coverage. If an extension has call coverage and call forwarding active, calls are routed to the call forwarding destination extension.

### To Enable Call Coverage

1. Press Feature 932. Dial the extension number of the covering extension.
  - To finish, end the call or press the  Release button.

### To Remove Call Coverage

1. Press Feature 932. Dial your own extension number.
  - To finish, end the call or press the  Release button.

## 3.3 Locking Your Extension

You can use the lock feature to prevent unauthorized people from making outside calls from your extension while you are away from the extension. The user of the first extension on the system can unlock extensions without needing to know the code used to lock the phone. They can do this using Feature 22.

### To Lock Your Extension

1. Press Feature 936.
2. Dial a four digit code using the 0 to 9 numbers .
3. Redial the four digit code.

### To Unlock Your Extension

1. Press Feature 936.
2. Dial the four digit code you used to lock the extension.

## 3.4 Account Codes



An account code is typically used to identify a department, project, or client for charge-back or tracking purposes. An account code can be either forced or optional. When an extension is set up with the forced account code feature, the user must enter an account code before they can dial outside calls

### To Manually Enter an Account Code

1. After lifting the handset (or while already active on an outside call), press Feature and dial 900.
2. Enter an account code by dialing the account code using the telephone's dial pad.
3. Press #.
4. Continue with the call.

## 3.5 Do Not Disturb

Use this feature to be able to press a programmed button to prevent incoming calls for the extension from ringing (lights may still flash). You can still use the extension to make calls and to answer calls using line appearance buttons.

- You need to program a button with lights. When the Do Not Disturb feature is on, the light is also on, indicating that the telephone will not ring.
- Use Do Not Disturb when you do not want the auto attendant or the voice messaging system to transfer calls to you.
- Use Do Not Disturb if you are assigned to a Hunt Group and you leave your desk, so calls to the Hunt Group will skip your extension and ring immediately at the next available extension in the group.
- To avoid missing calls when Do Not Disturb is not needed, turn it off.
- Unanswered calls that are transferred from an extension with Do Not Disturb active, ring at that extension if they transfer return.
- Users with [VMS Cover](#)  turned on can activate Do Not Disturb to send all calls immediately to their voice mailbox.
- Users with [Call Coverage](#)  turned on can activate Do Not Disturb to send all calls immediately to the covering extension.

- 
- You receive a slow interrupted intercom dialling tone when Do Not Disturb is active.

## To Manually Switch Do Not Disturb On/Off

1. Dial Feature 85.

# Chapter 4.

## Using Voicemail

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## 4. Using Voicemail

Each extension on the system has a voicemail mailbox by default.

Except for special cases, for example the extensions connected to the fax machine and loudspeaker, the mailboxes are used when the extension has calls it does not answer within a set time (by default 15 seconds though this can be adjusted for each extension by the system administrator).

In addition to [accessing your mailbox](#)<sup>[31]</sup> and [listening to your messages](#)<sup>[32]</sup>, you can perform a range of other actions:

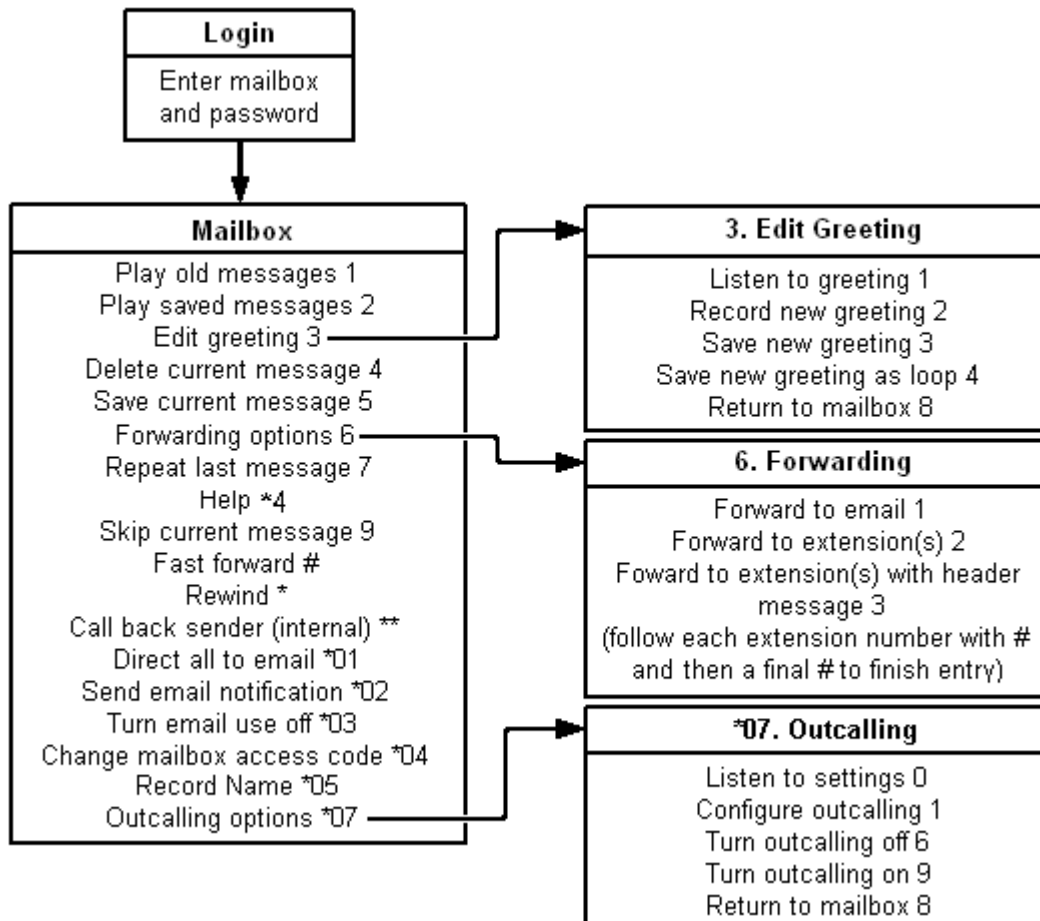
- [Record Your Name](#)<sup>[33]</sup>  
You can replace the extension number played to callers with a recording of your name.
- [Set an Access Code](#)<sup>[34]</sup>  
You can set an access code that must be entered whenever you try to access your mailbox.
- [Record a Greeting](#)<sup>[35]</sup>  
You can replace the default greeting asking a caller to your mailbox to leave a message with your own recorded greeting.
- [Switch Voicemail Cover On/Off](#)<sup>[36]</sup>  
You can select whether voicemail should be used to cover calls ringing at your extension.
- [Forward a Message](#)<sup>[38]</sup>  
You can forward a message to another extension or extensions. You can also add your own comments to the message.
- [Call a Message Sender](#)<sup>[38]</sup>  
If the message includes the caller ID, you can initiate a call back to the message sender.
- [Voicemail Email](#)<sup>[39]</sup>  
You can use email to receive notification of a new voicemail message.

## 4.1 Accessing Your Mailbox

Your system administrator can also configure other methods of access including access to your mailbox from other phones.

### Accessing Your Mailbox

1. Press an idle intercom or call appearance button and dial 777.
  - To access your mailbox from another extension, dial 778 and enter your own extension number when asked which mailbox you want to access.
2. If your mailbox has an [access code](#) <sup>34</sup> set, you will be prompted to enter it. Enter your access code.
3. You will hear a prompt telling you how many messages you have. If you have any new messages the voicemail system will start playing your new messages.
4. You can use the controls indicated below to manage your mailbox and messages.



#### IMPORTANT

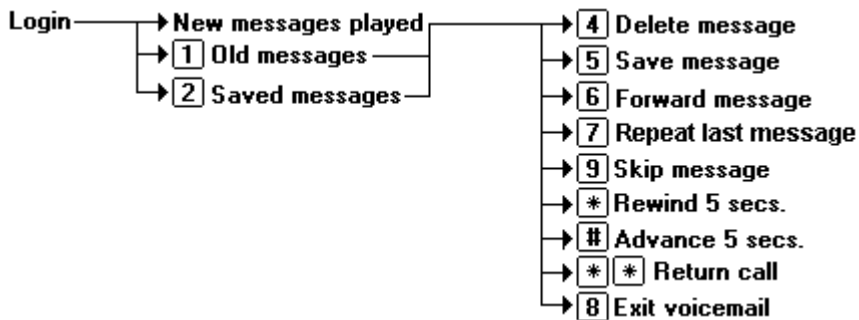
Once a new message has been listened to, it is marked as 'old' and is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as 'saved' by pressing 5 while listening to the message.

---

## 4.2 Listening to Your Messages

When you log in to your mailbox you are automatically played any new messages. After a message has been played it is marked as being an old message. Old messages are automatically deleted after 24 hours unless you mark the message as saved.

Whether listening to new, old or saved messages, the messages are played back in order of oldest first.



When you listen to any of your messages you have the following options:

- Press 4 to delete the message.
- Press 5 to save the message.
- Press 6 to forward the message. See [Forwarding a Message](#)<sup>[38]</sup>.
- Press 7 to repeat the last message.
- Press 8 to exit voicemail.
- Press 9 to skip to the next message.
- Press \* to rewind the message a few seconds.
- Press # to advance the message a few seconds.
- Press \*\* to return the call. See [Replying to Messages](#)<sup>[38]</sup>.

### To Listen to Old Messages

1. [Login](#)<sup>[37]</sup> to your mailbox.
2. Press 1 to listen to your old messages.

### To Mark a Message as Saved

Once you have played a message it is marked as old. Old messages are automatically deleted after 24 hours. To stop this happening to the current message, you can mark it as being a saved message.

1. Press 5 when listening to a new or old message.

### To Listen to Saved Messages

1. [Login](#)<sup>[37]</sup> to your mailbox.
2. Press 2 to listen to your saved messages.

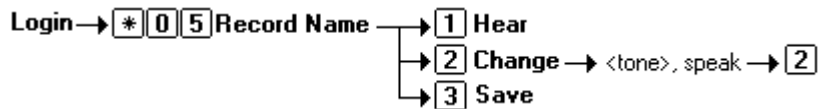
### To Mark a Message as New

While listening to old or saved messages you can reset the message back to being treated as a new message. This will cause the message waiting indicator on the phone to be lit again. Note however that if you are using voicemail email it will not send a new message email.

1. Press \*06 while listening to the old or saved message.

## 4.3 Record Your Name

You can record your name if required. Your name recording is then used for various features such as telling callers which mailbox they have reached rather than just stating the extension number.



### To Record or Change Your Name

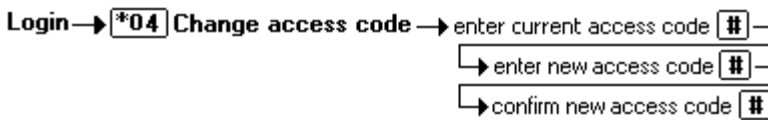
1. [Login](#) to your mailbox.
2. Press \*05 to select the option to record your name.
3. Press 1 to hear your current name recording.
4. Press 2 to record your name. .
5. When you are prompted speak your name. The maximum length that can be recorded is 5 seconds.
6. Press 2 when you have finished recording your name.
7. Press 1 to listen to your new name recording. After you have listened you can:
  - Press 3 to save the new recording.
  - Press 2 to record the new name again.

---

## 4.4 Changing Your Access Code

You can set an access code for your mailbox. If you set an access code, it will be requested whenever you access the mailbox to collect messages. When changing your access code:

- Enter at least four digits. If you enter less than four digits you will be prompted to enter a longer code.
- Do not set an obvious code, for example:
  - Do not match your extension number.
  - Do not use a sequence of digits, for example 1234.
  - Do not use the same repeated digit, for example 1111.
- If you forget your access code, your system administrator can clear it.



### To Change Your Access Code

1. [Login](#) to your mailbox.
2. Press \*04 to change your access code.
3. Enter your current access code and press #. If you have no current access code just press #.
4. Enter your new access code followed by #. The access code must be between 4 and 15 digits in length.
5. Re-enter your new access code followed by #. The access code will now be changed.
  - The system will prompt you if the codes do not match or is not acceptable. It will also confirm the change of access code if successful.

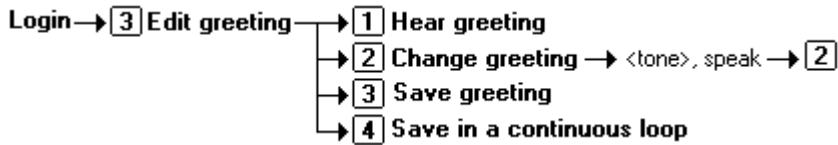
### To Remove Your Access Code

1. Log in to your mailbox.
2. Press \*04 to change your access code.
3. Enter your current access code and press #.
4. When you are asked to enter your new access code, press #.
5. When you are asked to re-enter your access code, press #. Your access code will have been removed.

## 4.5 Changing Your Greeting

By default the system plays a general greeting to callers who are directed to your mailbox. That general greeting states your extension number, or name if you have [recorded one](#) <sup>[37]</sup>, and asks the caller to leave a message after the tone. You can override the default greeting by recording your own personal greeting.

Callers can skip your greeting by pressing 1. Instead they will hear the tone and can leave their message immediately. This does not work if your greeting is set to play as a continuous loop.



### To Listen to Your Greeting

1. [Login](#) <sup>[37]</sup> to your mailbox.
2. Press 3 to select the option to edit your greeting.
3. Press 1 to hear your greeting. If no greeting has been recorded you will hear *"The message has not yet been recorded"*. You need to record a message.

### To Record or Change Your Greeting

1. [Login](#) <sup>[37]</sup> to your mailbox.
2. Press 3 to select the option to edit your greeting.
3. Press 2 to change your greeting.
4. When you are prompted speak your new greeting.
  - The greeting must be longer than 3 seconds.
  - A long (approximately 10 seconds) period of silence will disconnect you from voicemail.
5. Press 2 when you have finished recording your greeting.
6. Press 1 to listen to your new greeting. After you have listened to your greeting you can:
  - Press 3 to save the new greeting. Your new greeting will be used.
  - Press 2 to re-record the new greeting.
  - Press 4 to save the new greeting for playing on a continuous loop. This option can be used to continually play the greeting to a caller; the caller will not be able to leave a message. Note that once this option is selected, the greeting cannot be changed back to a normal greeting except by recording a new greeting.

---

## 4.6 Voicemail Coverage On/Off

Calls to your extension be rerouted to your voicemail mailbox if you do not answer the call within a set number of rings, the default being 3 rings. This is called VMS Cover. The number of rings used for your extension is set by your system administrator.

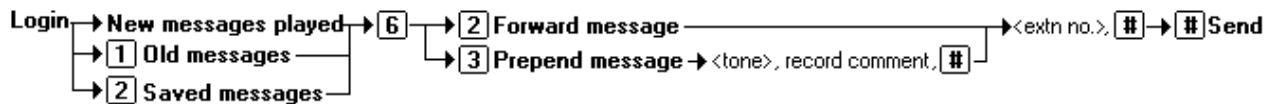
- If an extension has [Call Coverage](#)<sup>[26]</sup> and VMS Cover active, a covered calls ring at the covered extension for the specified number of Call Coverage Rings. It will then start ringing the covering extension. If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of VMS Cover Rings. The count of VMS cover rings starts when the covered extension initially begins to ring. If the covering extension has [Do Not Disturb](#)<sup>[27]</sup> active, the call is routed immediately to the voice mailbox of the extension that activated Call Coverage.
- Users with VMS Cover turned on can activate [Do Not Disturb](#)<sup>[27]</sup> to send ringing calls immediately to their voice mailbox.
- Note that when your voicemail cover is off, you can still access the messages in your mailbox and other users can still use [forwarding](#)<sup>[38]</sup> to send messages to your mailbox.



---

## 4.7 Forwarding a Message

You can forward a message to a different mailbox or to several mailboxes at the same time. When you forward a message you can record your own comment to the start of the message.



### To Forward a Message

- When you are listening to a message, press 6.
  - To forward the message without adding a comment press 2.
  - To forward the message after adding a comment at the start press 3. Record your comment after the tone. Record your comment and press # to finish recording.
- Enter the extension number to which you want to forward the message and press #.
  - If you want to send the message to more than one mailbox enter each mailbox extension number separated by a #.
- Press # to finish addressing and forward the message.

## 4.8 Calling a Message Sender

You can call the person who left a message in your mailbox. Both internal and external callers can be called back. For external callers, you can only reply if their caller ID was available when the message was left.



### To Call the Message Sender

- While you listen to a message, press \*\*. If a caller ID was received when the message was left, a call will be placed to that number.

## 4.9 Voicemail Email


You can have notification of new messages sent to your email address. The notification can be a simple alert to tell you that you have a message or a copy of the voicemail message if required.

In order to use this feature your system administrator must configure your phone system to use email and enter your email address into the system configuration. If this has not been done you will hear *'Email is not enabled on this mailbox'* whenever you try to use an email option.



### To Switch on Email Notification

You can set up your mailbox so that any messages received in future are forwarded to your email address. The messages are not stored in your voicemail mailbox.

1. [Login](#)  to your mailbox.
2. Select the required type of email notification.
  - For a email alert press \*02.
  - To have the message forwarded to your email, press \*01.

### To Forward a Message to Email

If you are listening to a message you can send the message to your email either whilst listening to it or immediately after it has been played.

1. During or immediately after playing a message, press 6.
2. Press 1. The message is forwarded to your email address.

### To Switch Off Email Notification

If you have chosen any of the email notification options, you can switch them off from your telephone.

1. Log into your mailbox.
2. Press \*03. You hear a confirmation message to tell you that the option is now turned off.

---

## 4.10 Outcalling

You can have the voicemail system call a number that you have set whenever you receive a new message. Embedded voicemail outcalling only supports a single destination number with no escalation and no time profiles.

- \*07** Outcalling
- **0** Listen to settings
  - **1** Set destination number and timeout
  - **6** Switch outcalling off
  - **9** Switch outcalling on

Each outcalling call alert will ring for a duration that you can set, the default is 15 seconds. If the call is not answered, it will end the call. If the outcalling call is answered, you will be prompted to enter your [mailbox access code](#)<sup>34</sup>. If you don't have an access code set, it will ask for your extension number instead. The outcalling call is ended if:

- You press \*# to indicate that you do not want any more outcalling calls for the current new messages.
- You enter the wrong access code 3 times.
- More than 5 minutes passes with no response.

Up to 4 outcalling calls are attempted, with a minimum of 15 minutes between calls, unless you answer and press \*# or access your mailbox by another method. If you receive any more new messages in the meantime they do not restart the outcalling attempts.

### To Set Your Outcalling Destination

1. [Log in to your mailbox](#)<sup>31</sup>.
2. Press \*07 to access your outcalling settings.
3. Press 1.
4. Press 2 for number entry.
5. Press 1 and then enter the number which you want outcalling to call. Remember to include any external dialing prefix that you would normally dial to make the call.
  - A \* in the number is treated as a pause (1.5 seconds) in the dialing.
  - To enter a # into the number, dial \*#.
  - You can also use internal numbers as your outcalling destination. The calls will follow any internal forwarding and will honor do not disturb. However the outcalling attempt is ended if the call goes to voicemail.
6. Press # to finish number entry.

### To Set Your Outcalling Timeout

The timeout control how long the outcalling call will ring the destination number before hanging up if not answered. The default is 15 seconds.

1. [Log in to your mailbox](#)<sup>31</sup>.
2. Press \*07 to access your outcalling settings.
3. Press 1.
7. Press 3 for timeout entry.
8. Enter a number between 5 and 59 and then press #.

### Turning Outcalling On

1. [Log in to your mailbox](#)<sup>31</sup>.
2. Press \*07 to access your outcalling settings.
3. Press 9 to switch outcalling on.

### Turning Outcalling Off

1. [Log in to your mailbox](#)<sup>31</sup>.
2. Press \*07 to access your outcalling settings.
3. Press 6 to switch outcalling off.

# Chapter 5.

# Phone Settings

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## 5. Phone Settings



### 5.1 Naming Your Extension

A name can be assigned to your extension, up to 20 characters long. The name is displayed on the other extensions when you make or receive calls.

You cannot change the extension name yourself. If you need to change the extension name contact your system administrator.



### 5.2 Contrast

You can change the contrast on the phone display.

1. Press Feature \*7.
2. Use the number keys to select the required contrast. Alternatively, use the  and  buttons to change the contrast.
3. The function will automatically cancel after a 5 seconds.

### 5.3 Ringer Volume





You can change the ringer volume using the following process. You can also adjust the volume while a call is ringing your phone.

1. Press Feature \*80. The phone will start a continuous ring.
2. Use the  soft and loud  volume buttons to change the volume to the level required.
3. The function will automatically cancel after a 5 seconds.

### 5.4 Button Programming

Your phone has a programmable button to which the system administrator can assign a button function.

The following are the functions that can be assigned to the programmable buttons. .

- Absence Message: *Feature 931*  
This function allows you to set or clear an absent message for display on you phone. When set, the absent message is also displayed on other extensions when they call the user.
- [Account Code Entry](#) : *Feature 900*  
This function allows you to enter an account code prior to making a call or during a call.
- Active Line Pickup: *Button 01, 68*  
This function allows you to answer a call on a particular line. It can be used if the call is ringing, held or already answered by another extension.
- Auto Dial - Intercom: *Button 01, <Extension Number>*  
This function allows you to make a call to another specified extension. The button lamp will also indicate when that other extension is in use.
- Auto Dial - Other: *Button 02, <number>*  
This function allows you to make a call using a number stored with the button. The number can be an internal number, an external number, an account code or any other number. The button can then be used when a number of that type needs to be dialed.
- [Call Coverage](#) : *Feature 932*  
This function allows you to switch call coverage on or off. When on, any calls to you that ring unanswered also start ringing at your call coverage extension.
- Call Log: *Feature 812*  
This function allows you to view the phone system's call log of all caller IDs of calls received by the system. To use this you must be one of the three extensions configured for call ID logging by your system administrator.
- [Call Forwarding](#) : *Feature 4*  
This function allows you to redirect all your calls to another number. If the system administrator has configured your for Remote Call Forwarding, you can forward calls externally by specifying a personal speed dial as the destination.
- [Call Pickup](#):  *Button 01, 6, <Extension Number>*  
This function allows you to pickup a call alerting at a specified extension. Separate buttons can be created for each extension for which call pickup is required.

- Caller ID Inspect: *Feature 811*  
This function allows you to see the caller ID of a call on another line without interrupting the current call to which you are connected.
- Caller Name Display: *Feature 933*  
This function allows you to swap the display of caller ID name and number information on the phone.
- Calling Group: *Button 01, 71 to 74*  
This function allows you to call the calling group represented by the button. Putting a \* in front of the group number allows you to page the group instead.
- [Conference Drop](#)<sup>[23]</sup>: *Feature 934*  
This function allows you to select and drop a call from a conference.
- Contact Closure 1: *Feature 9\*41*  
This function you to operate the system's contact closure 1 connection which might, for example, be connected to a door control. To use this, you must be a member of the system's contact closure group.
- Contact Closure 2: *Feature 9\*42*  
This function you to operate the system's contact closure 2 connection. To use this, you must be a member of the system's contact closure group.
- [Do Not Disturb](#)<sup>[27]</sup>: *Feature 85*  
This function allows you to switch do not disturb on or off.
- Hot Dial: *Feature 935*  
This function allows you to dial a stored number without first going off hook or pressing the SPEAKER button.
- Hunt Group: *Button 01, 771 to 776*  
This function allows you to call the hunt group represented by the button. Put \* in front of the group number in order to page the group instead of calling it.
- Idle Line Pickup: *Button 01, 8*  
This function allows you to seize a line if that line is idle. You can use this to access a line for which you do not have a line appearance button available on your phone.
- [Last Number Redial](#)<sup>[16]</sup>: *Feature 5*  
This function allows you to redial the last external number dialed.
- [Loudspeaker Paging](#)<sup>[16]</sup>: *Button 01, 70*  
This function allows you to make a page call to the extension configured as being connected to the loudspeaker equipment.
- Message Alert Notification: *Feature 938*  
This function allows you to see the current state of other user's message waiting lamps. It is used in conjunction with other users for which you have Auto Dial - Intercom buttons.
- Night Service Button: #503  
A night service button is used to switch night service on/off.
- [Pickup Group](#)<sup>[18]</sup>: *Button 01, 661 to 664*  
This function allows you to answer a call being presented to any extension that is a member of the pickup group (1 to 4) configured for the button.
- [Privacy](#)<sup>[24]</sup>: *Feature 83*  
This function allows you to turn privacy on or off. When on, other extensions are not able to bridge into your calls.
- Recall: *Feature 71*  
This function allows you to send a recall or hook flash signal.
- Saved Number Redial: *Feature 67*  
This function allows you to save the number dialed during a call and to redial that number when idle. This can be used when the number dialed does not answer.
- [Simultaneous Page](#)<sup>[16]</sup>: *Button 01, \*70*  
This function allows you to make a page call to both the loudspeaker extension and the extensions in first calling group, 71.
- [Station Lock](#)<sup>[27]</sup>: *Feature 936*  
This function allows you to lock and unlock your extension from being used to make calls. When selected, you are prompted to enter a four digit code after which the extension is locked. If the extension is already locked, use of this function prompts for reentry of the four digit code to unlock the extension.
- [Station Unlock](#)<sup>[27]</sup>: *Feature 937*  
This function can only be used by the first two extensions in the system. It allows the user to unlock any extension without needing to know the code that was used to lock that extension.
- [VMS Cover](#)<sup>[36]</sup>: *Feature 984*  
This function allows the you to switch use of voicemail coverage for your extension on or off.

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- [VMS Mailbox Transfer](#) <sup>[22]</sup>: *Feature 986*

This function allows you to transfer your current call to another extension's mailbox. Your current call is put on hold and you enter the target extension number to indicate the mailbox required.

- Wake Up Service: *F#115*

A Wake Up Service button can be assigned for the first extension on the system. Using this button, the extension user can set wake up calls within the next 24-hours period for any other extension.

- Voicemail Collect: *Button 01, 777*

Access your mailbox. If the button has an indicator, it is lit when you have any new voicemail messages.

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