



IVX USER TRAINING GUIDE

For Service: 405-840-4100

- * Telephone Systems**
- * Computer Networking**
- * Video Communications**
- * Cabling**



IVX User Training

1. **To make a call**

Making an Outside Call

Dial a "9" or other line access code, then the desired telephone number.

Making an Intercom Call

Press the programmable key of the desired extension.

If no programmable key is assigned, dial the three digit extension number.

(The extension number of any telephone set can be discovered by pressing the **Program** key.)

2. **To answer a call**

Lift the handset or press the speaker key

3. **To transfer a call**

While connected to an outside call press the programmable extension key of the party who is to receive the transferred call. If you do not have a programmable extension key, press the **transfer** key and dial the desired extension number.

Note: Intercom calls cannot be transferred.

If the extension receiving the transferred call has hands free enabled, (default) the extension transferring the call will be able to announce (screen) the call before the final transfer. The extensions can speak to each other privately and if the remote extension is unable to take the call the extension transferring the call may retrieve the call by pressing the **Flash** key.

If the remote extension has hands free disabled, the extension receiving the transferred call will ring. After the remote extension lifts the handset, the extension transferring the call will be able to announce (screen) the call before the final transfer. The extensions can speak to each other privately. If the remote extension hangs up during the screening process the outside caller will be reconnected to the transferring extension.

Calls may be transferred without being announced (screened). Just touch the person's key and hang up.

The call is actually transferred when the transferring extension hangs up.

When the extension user presses either the extension programmable key or the **Transfer** key the caller will automatically be placed on "Transfer Hold". The caller will not hear the announcement or response of either extension involved in the transfer. The caller will hear message/music on hold throughout the transfer process.

If a call is accidentally transferred to the wrong extension, the call may be retrieved before it is intercepted by voice mail or other forwarding function by pressing the * key (**Pick up**) and the ringing extension key. Any ringing extension will produce a blinking extension LED on your telephone set.

4. **To transfer a call to voicemail**

While on an outside call, press the **Voicemail** key, then the desired extension key or three digit extension number.

5. **Hold.**

Hold

While on an outside call briefly press the **Hold** key. The LCD will display the line the call is holding on. A call may be taken off of hold by pressing the **hold** key and dialing the line number the call is holding on. Intercom calls cannot be placed on hold.

Exclusive Hold

While on a call continuously press the **Hold** key down until the display indicates the call is on exclusive hold. The LCD display will indicate the call has been placed on exclusive hold. Only that particular extension can retrieve the call.

6. **Page**

All Phones and Speakers

Press the **Pound** (#) Key and the **Zero** (0) key

Zone Paging

Press the **Pound** Key and the respective Zone Number.(1-9)

External Page Only

Press the programmable key for **Paging** or dial 199.

7. **Quick Page**

Quick page is a convenient way to place a call on hold and automatically page a particular party over the paging system. The system will automatically hold the current call, page the desired extension (using the recorded directory name) and announce the line the call is holding on. The person being paged can go to any telephone set and press **Hold** followed by the line number to retrieve the call.

When on an outside call, press the **Quick Page** key followed by the desired extension key.

8. **To Record a conversation**

To record a conversation, press the **Record** key. To stop recording, press the **Record** key a second time or hang up. Conversations lasting two hours may be recorded. To record a conversation lasting longer than two hours press the **Record** key again after the two hours have expired. The second session will not be appended to the first recording but will be recorded as a separate message in your voice mailbox.

9. **Playback a recording**

Press the **Voice Mail** key, then the **Record** key.

10. **To take a message by recording a call into another mailbox**

While on a call press the **Record** key and then the desired extension key. You may send a duplicate message into additional mailboxes by pressing additional extension keys.

(**Important:** When sending duplicate messages do not press **Record** a second time before pressing the additional extension keys. This will end the recording and transfer the caller to the extension being pressed.)

11. **To record a memo**

To yourself

Press the **Record** key. Begin speaking. When finished speaking, press the **Release** key, or the **Speaker** key, or hang up if using the handset.

To another mailbox

Press the **Voice Mail** key, and immediately press each of the programmable keys of the intended recipients. Begin speaking. You may request a reply to your memo by asking the parties to press the “3” key after listening to your memo. When finished, press the **Release** key, or the **Speaker** key, or hang up if using the handset. Pressing the “3” key will automatically send the memo recipients into your mailbox.

12. **Check voice mail**

Press the blue voice mail key. (The voice mail key will blink only when a new message is present. Recordings and memos made by your extension will not be considered a new message.)

While listening to the message

Press	Result
1	Pause and unpaue
4	Rewind the message 4 seconds
5	Fast forward the message 4 seconds
7	Delete the message
8	Ends message immediately followed by voice mail instructions
9	Save the message as an old message
99	Save the message as a new message
Redial	Automatically redials the caller’s number (providing the caller who left the message has Caller ID)
ESI-DEX	ESI DEX – Saves the Caller ID information to your ESI-DEX, (This will not delete the voice mail message.)

After Listening to the Message

Press	Result
3	Replies to the voice mailbox of an extension sending a memo
4	Replays the entire message
6	Moves a copy of the message to another user’s mailbox.
Then 1	To add an introduction before sending the message
Then 6	To send the message without an introduction.
7	Deletes the message
9	Saves the message
Redial	Automatically redials the caller
ESI DEX	Saves the Caller ID information to your ESI-DEX

13. **Retrieve voice mail messages from another extension**

Press the **Voice Mail** key, (*) key, mailbox or extension number, enter password if necessary followed by “#”.

14. **Retrieve voice mail messages from outside the system**

Call in from an outside line.

1. If the **auto attendant answers**, press the “*” key followed by the mailbox number.
2. If a **person answers**, ask the person to press the **Voice Mail** key and hang up. This will take you to the auto attendant greeting. Press the “*” key followed by the mailbox number.

15. **Guest Mailboxes**

Guest mailboxes are useful for people who need voice mail but do not have a telephone set. Guest mailboxes are activated only after a personal greeting has been recorded. There are three personal greetings available however none of the special extension voice mail features (such as outside transfer or page me while you wait) are available for guest mailboxes. The name associated with the guest mailbox must be recorded to include the guest mailbox in the directory of extensions.

To create a guest mailbox personal greeting press Program, “*”, mailbox number, “#”, password followed by “#”, “1”, “#”, follow instructions.

To record the guest mailbox name see network administrator.

16. **ESI-DEX (Phonebook)**

After answering an outside call, press the **ESI-DEX** key to store the Caller ID name and number into your **ESI-DEX (Phonebook)**.

17. **Adding a phonebook entry manually to the ESI-DEX**

Press the **ESI-DEX** key, PER (for personal phonebook entries), NEW. Enter the name using the letters on the number keys. When the correct letter is selected, press the Pound (#) key to confirm the present letter and move on to the next letter.

1. To add a space, press the UP Arrow (▲) key.
2. To back space and/or delete a letter, use the DOWN Arrow (▼) key
3. Once the name is entered correctly press the pound (#) key to confirm the name and enter the telephone number.
4. Enter the telephone number including the line access code (usually “9”) i.e. 95991234
5. Press the Pound (#) key to confirm.
6. “Number Stored” should appear on the display.

18. **Dialing using the ESI-DEX (Phonebook)**

Press the **ESI-DEX** key, then the “Per” key (personal) indicated in the LCD.

Press the appropriate dial pad key containing the first letter of the name of the party you want to call. For example, the “2” key contains the phonebook entries beginning with A, B, or C. If you want to lookup and dial Acme Tires press the “2” key repeatedly until Acme Tires is displayed on the LCD. Press the **ESI-DEX** key again to dial Acme Tires. (**ESI-DEX,Per,dialpad number,ESI-DEX**)

19. **Conference calls**

Short instructions:

Make a call.
 Press the Conference key.
 Make another call.
 Press the Conference key. (Three parties are joined in the conference call)

To add a fourth party

Press the Conference key.
 Make a call.
 Press the Conference key. (Four parties are joined in the conference call.)

Detailed instructions:

Call the first party to be included in the conference call and press the **Conference** key. To add an extension to the conference, dial the appropriate extension number or press the desired extension key. If adding an outside party to the conference dial a “9” or other line access code, and dial the second party. Press the **Conference** key again to join your extension to the other two parties (you plus two). To join another extension to the conference, press the **Conference** key a third time and dial the appropriate extension number or press the desired extension key. If adding an outside party to the conference dial a “9” or other line access code, and dial the third party. Press the **Conference** key one last time to join all parties (me plus three). Record the conference call by pressing the **Record** key. Any party may drop out of the conference by hanging up.

20. **To create a programmable key**

Speed dial key

Press and hold down the desired programmable key until prompted to enter programming information. Enter the telephone number beginning with a “9” or other line access code.

To enter a long distance number: Press “9” (or other Line Access Code) then “1”, the area code and the number. (i.e. 919185551000)

To enter a local number: Press “9” (Line Access Code) then the number. (i.e. 9840-4100)

Press the programmable key again to save programming.

Extension key

Press and hold down the desired programmable key until prompted to enter programming information. Enter the desired extension number. Press the programmable key again to save programming.

Features

Press and hold down the desired programmable key until prompted to enter programming information. Press the **ESI-DEX** key twice. The LCD will display “FEATURE KEYS: CALL FORWARD”

Use the Up Arrow Key (▲) to scroll to the desired feature. The following are available for feature keys:

Programmable Feature Key	Area of Description	Program Number
Call Forward	21	565
ACD Admin	(Administrator Manual)	563XXX
ACD Agent	40	5XXX
Personal Greeting 1	31	571
Personal Greeting 2	31	572
Personal Greeting 3	31	573
Background Announce	22	569
Virtual Answer 1	25	575
Virtual Answer 2	25	576
Quick Page	7	577
Missed Call	23	574
Message Monitor	24	568
Override Ring	30	580
Page	6	#
Page Zone	6	#X
Virtual Mailbox	26	Voice Mail * XXX
Headset	27	564
Day/Night	28	560
Wrap Mode	40	562
Overhead Page	29	199

Press the programmable key again to store feature.

21. **Call Forward**

Forwards all calls to your extension to another extension.
 Press the call forward key, enter the desired extension number or press the extension programmable key.

To cancel call forwarding press the call forwarding programmable key, then the Star “*” key.

22. **Background Announce**

A brief, private background announcement can be made through the earpiece of another extension. Create a **Background Announce** programmable key on the local extension. Enable background announce on the remote extension (**Program, 3,1,#,0, Release**).

Dial the extension number of the remote busy extension.
 Press and hold the **Background Announce** key and make an announcement.
 Lift the **Background Announce** key when finished making the announcement.

Note: The remote extension cannot respond to a background announcement. The remote extension must hang up the current call or place the current call on hold, and intercom the announcing extension to respond.

23. **Missed call log**

Create a **Missed Call** programmable key. Press the **Missed Call** programmable key to display the last missed call information on the LCD. To view each missed call, press the **Scroll** key. To dial the displayed missed call, press the **Redial** key. To delete the call record, press the DEL key (indicated in the LCD). To display the telephone number, press the 2 key. To store the record in ESI-DEX (Phonebook), press the ESI-DEX key. Press the Missed Call programmable key to exit. Caller ID information for the last 10 missed calls will be stored.

24. **Message Monitor (Answering machine mode)**
 Create a **Message Monitor** programmable key. Press the **Message Monitor** programmable key to activate and deactivate message monitor. (Green=activated, red=deactivated) When activated, message monitor opens the telephone set speaker allowing the extension owner to hear voice mail messages as they are being spoken. A call may be intercepted at this time by lifting the handset or pressing the speaker key.

25. **Virtual Answer 1 and 2**
 Create a programmable key for **Virtual Answer 1 or 2** and record a greeting as prompted.
Virtual Answer 1 and 2 Greetings: To change the **Virtual Answer 1 or 2** greeting, press the programmable **Virtual Answer** key quickly followed by the record key. Follow the voice prompts.
Use: While engaged in a conversation, an extension may be presented with a second call. The Caller ID of the second call will be displayed in the LCD. The extension user can virtually answer the second call without interrupting the first call by pressing the **Virtual Answer 1** key. The second caller will hear the pre-recorded virtual answer message followed by music/message on hold. Using virtual answer will not interrupt the call in progress. The **Virtual Answer 2** key may be pressed at a later time to play another message to the waiting caller. Virtual answer recordings may include instructions the caller might wish to follow i.e. press “1” to go to the extension’s voice mail, press “0” to be transferred to the operator, press “XXX” to be transferred to another extension. Suggested scripts for virtual answer are available. (XXX=any extension or department number)

Generic outside calls cannot be virtually answered. Only calls transferred to the extension by the automated attendant, or by other extensions can be virtually answered.

26. **Virtual mailbox key**
 Virtual mailbox keys are used to *alert* an extension user of messages left in another mailbox on the telephone system, and by pressing the same virtual mailbox key the extension user can listen to messages left in the voice mailbox.
 Create a programmable **Virtual Mailbox** key for the mailbox you want to check. The LED will blink to indicate a new voice mail message is present. Press the **Virtual Mailbox** programmable key to retrieve the message(s). Enter the pass code followed by “#”, if requested. Perform mailbox functions as prompted

27. **Headset Programming**
 Assemble headset according to headset manufacturer’s instructions. Connect headset to appropriate interface on bottom of telephone set.
 Create a programmable **Headset** key. Leave handset in cradle. Press the headset key to activate and deactivate the headset. If on a call and another call is presented, press the **Release** key to terminate the first call and simultaneously take the next call. To terminate a call when no calls are being presented, press the **Headset** programmable key to terminate the call and turn off the headset. If the headset is activated with no call in progress, the user will hear an annoying system intercom dial tone, and will not be able to receive a call. Therefore it is not recommended to activate the headset without a call in progress.

28. **Day/Night mode**
 Create a programmable key for Day/Night Mode.

Press the Day/Night key to toggle between:

Day	System follows “Day” mode programming with associated “Day” auto attendant greeting (if used) or other “Day” mode line ringing assignments
Night	System follows “Night” mode programming with associated “Night” auto attendant greeting (if used) or other night mode ringing assignments
Day2	System follows “Day” mode programming with associated “Day2” auto attendant greeting (if used) or other day mode ringing assignments
Night2	System follows “Night” mode programming with associated auto attendant greeting (if used) or other night mode ringing assignments
Hday – (Holiday)	System follows “Night” mode programming with Holiday auto attendant greeting (if used) or other night mode ringing assignment
Auto	System follows programmed time tables with associated auto attendant greetings (if used). Normally system must remain in the Auto mode.

29. **Overhead page**
 Create a programmable key for **Overhead Page**.
 To page through the overhead speakers and/or horns, press the **Overhead Page** key, or dial “199”, wait for 2 beeps, speak into the handset, headset, or speakerphone mic.

30. **Override Ring**
Override Ring allows a ringing extension to make a call without answering the ringing call first.
 If a call rings in to an extension as an extension user needs to place a call and the extension user lifts the handset to make a call while the extension is ringing the incoming call will be answered. This inconvenience may be avoided by pressing the **Override Ring** key before placing the outgoing call.
 As a call is ringing to the extension, press the **Override Ring** key, listen for dial tone, and proceed with the call. The ringing call will be routed to your normally forwarded destination (normally voice mail). This procedure is applicable for both intercom and outside calls.

31. **Personal greetings for voice mail**
Personal greetings for voice mail
 Create up to three programmable keys for Personal Greeting’s 1, 2, and 3. Record personal greetings by pressing the **Personal Greeting** key and followed quickly by the **Record** key. Follow verbal instructions. Choose greeting for callers to hear by pressing the appropriate **Personal Greeting** key. The message associated with the **Personal Greeting** key that is lit is the greeting that will be played to callers. Below are special features associated with specific **Personal Greeting** keys.

1. **Personal Greeting 1** is normally used for a generic voice mail greeting.
2. **Personal Greeting 2** may be used to connect callers to an extension user via another telephone number (cell phone) by asking the caller to press the “4” key during the voice mail greeting. Extension must have permission for external forward and must enter the remote telephone number where the extension user can be reached in the extension notification field. (Program, 6,2,1, telephone number, #)
3. **Personal Greeting 3** may be used to alert extension user of a call through the telephone paging system. A directory name must be recorded for this feature to function.

Suggested scripts for all personal greetings are available.

32. **Program personal greeting two telephone number**
Program key
 6 – External message notification
 2 – To program phone delivery options

- 1 To enter a new phone number for message delivery
Enter the telephone number for message notification and press the pound (#) Key or press the pound key to confirm
- 2 To delete your current telephone number
2 – To confirm deletion
- To not confirm deletion
- 3 To hear your current telephone number
To return to the previous menu press the pound (#) key

33. **Program voice mail notification to telephone and /or pager number**

Program key

6 – External Message Notification

1 – Delivery options

Third

- 1 - To activate message delivery to your listed telephone number
- 2 To notify your pager
- 3 To call first and then page
- 4 To call and page when a new message is taken
- 0 To turn external notification off

2 – To program phone delivery options

First (if using phone notification)

- 1 *To enter a new phone number for message delivery
Enter the telephone number for message notification and press the pound (#) key or press the pound key to confirm
- 2 To delete your current telephone number
2 – To confirm deletion
- To not confirm deletion
- 3 To hear your current telephone number
To return to the previous menu press the pound (#) key

3 – Pager notification

Second (If using pager notification)

- 1 To enter a new pager number
- 2 To delete your current paging number
2 – To confirm deletion
- To not confirm deletion
- 3 To hear your current paging number
To return to the previous menu press the pound (#) key

4 – Urgent message activation

Fourth

Your delivery is currently set to apply to _____. To be notified of emergency messages only press 1.
Your delivery is currently set to apply to urgent messages only. To be notified of all new messages press 2.

34. **Personal greeting reminder**

Program key

3 – Extension Options

2 – Personal Greeting Reminder

Enter the number of hours extension is to be idle, press the Pound (#) key to confirm. Zero (0) turns this feature off.

35. **Call waiting**

Program key

3 – Extension Options

1 – Call Waiting and Background Announce

Call Waiting

1 – Enable

0 – Disable

- Confirm

36. **Station ringing**

Program key

4 – Station Audibles

1 – Ring tones

Press the scroll keys to adjust the ring tone type followed by the “#” key.

2 – Ring volume

Press the scroll keys to adjust the ring volume followed by the “#” key.

3 – Ring notification of voice mail messages

1 – to enable

0 – to disable

37. **Hands free/Ring Intercom**

Program key

3 – Extension Options

5 - Hands Free Announce.

0 Disable

1 Enable.

38. **Extension Password** (For extension security regarding programming, voicemail retrieval, and other features.) Password may consist of 2-8 digits followed by the pound (#) key. Zero (0) cannot be the first digit of a password.

Program key

5 – Password

First

1 – To **enter** a new password

Enter 2-8 digits

2 – To **delete** the current password

3 – To **hear** the current password

4 – To **change** your password level

Second

1 – Remote Only (“Remote only” password only applies to someone trying to check voice mail or change extension programming via calling into the system from an outside line.)

- 2 – All Calls (“All Calls” password applies to someone trying to check voice mail or change extension programming via any telephone on the system or via calling into the system from an outside line.)
- # - To Return to the previous level

39. **Hard Keys**

Voice Mail – Enables voice mail message retrieval and memos to other extensions.

Record - Enables recording of conversations, memos, and conference calls

Hold – Places calls on hold and retrieves calls on hold.

Mute/DND (Do not disturb)

1. During a conversation the **Mute** key disables the microphone in the handset or the speakerphone. The **Mute/DND** key blinks when mute is activated.
2. When telephone set is not in use the **Mute/DND** can place the extension into “do not disturb” mode, preventing the extension from ringing (outgoing calls are unaffected). Incoming calls will be immediately directed to Voice Mail. When in DND mode the **Mute/DND** key lights up solid amber and extension programmable key will light up amber on other extensions.
3. If **Mute/DND** is pressed while extension is ringing, the call will be directed to Voice Mail and extension will be placed in DND mode.

Speaker – Activates and deactivates speakerphone.

Conf – Enables conference calls. The maximum number in a conference call is four (me plus three).

Transfer – Enables call transfer.

Press **Transfer**, dial the desired user’s three digit extension number, **Release**.

Redial

When extension is idle, redials last number dialed.

When listening to voice mail, redials caller ID of party leaving voice mail.

Release

Terminates a call or other programming action.

Program key

Enters programming mode. (Extension is placed into “do not disturb” mode when in programming mode.)

40. **ACD department functions**

An automatic call distribution department is a group of extensions (1-32) which has been predicted to be presented with more calls than the number of extensions (agents) in the ACD. As calls come into the ACD they are transferred to each agent that is logged in until no more agents are available. Other callers needing that particular department will be placed in a call queue awaiting the next available agent. Extensions logged into the ACD are managed by the system so that extensions with the least number of minutes on the telephone will be presented with the next call. This provides uniform call distribution. However, the ACD will present a call to any idle extension if there are calls in the call queue waiting for an available agent regardless of minutes spent on the telephone.

ACD Login (Automatic Call Distribution)

The only way the ACD knows an agent is present and ready to take calls, is by the agent logging in. This is accomplished by pressing the “**Login**” key.

ACD Logout (Automatic Call Distribution)

The agent should log out any time he/she cannot take calls. If a call is presented to an agent that is logged into the ACD but is absent or unable to take the call, the call is counted as a refused call and will be placed back into the call queue. The agent will be automatically logged off so that no more calls will be presented to that agent until the agent returns and logs in again. Agents that have been automatically logged out of the ACD will be presented with a blinking red login key. When the agent tries to log back into the ACD, a corrective prompt alerts the agent that a call was presented to this extension and was refused. A second touch of the login key logs the agent back into the ACD. Callers who were waiting in the call queue listen to music/message on hold until there is an available agent. The caller then hears a ringing sound to indicate the call is being transferred to an available agent. If the call is refused for any reason, the caller goes back to the message/music on hold in the call queue and could become unhappy because it is easy to discern that their call was refused. An agent can log out of the ACD before a conversation is complete. This will insure the agent that no more calls will be presented to his extension when he hangs up. When an agent has properly logged out the login key will light up solid red.

ACD Wrap up

Agent “wrap up” is a specific amount of time given to an agent to complete a task before receiving another call. At the end of a call the agent may press the **Wrap Up** key to begin the wrap timer. When the wrap timer has expired another call will be presented to the agent.

Using a headset as an agent of the ACD (Automatic Call Distribution)

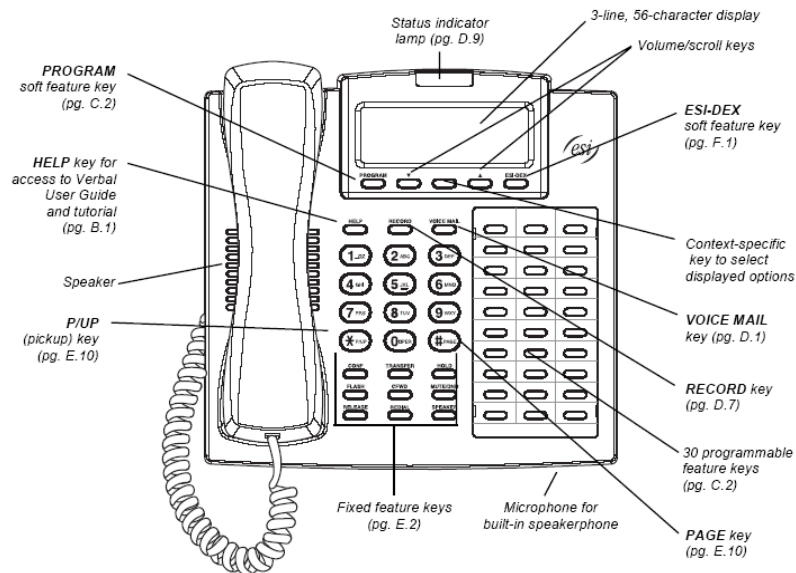
When an agent using a headset is finishing a call and would like to take the next call in the queue, the agent can press the **Release** key one time to terminate the present call and take the next call. If the **Headset** key is pressed, it will terminate the current call, the next call in the queue will ring and the agent will need to press the **Headset** key again to take the new call. *However, if there are no calls in the queue, use the Headset key to terminate the current call and turn the headset off to prevent hearing the system intercom dial tone .*

Light Indications

If an extension LED is:	The extension is:
Unlit	available; currently unused
RED; steadily lit	Another extension in use
RED; b l i n k i n g	extension ringing, information available for user, unheard message
GREEN; steadily lit	this extension in use, feature activated
GREEN; b l i n k i n g	function or feature in process of activation

48-Key Feature Phone

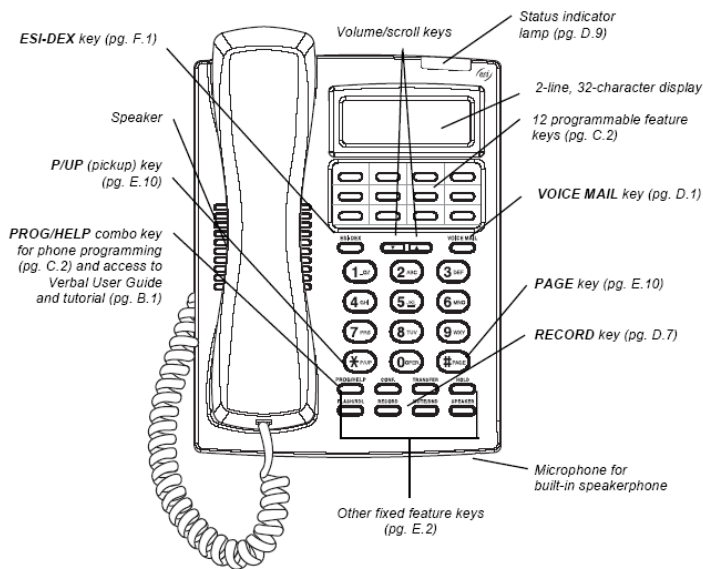
The **48-Key Feature Phone** has a variety of programmable and built-in features. It comes in four versions: Digital; TAPI; IP; and Remote IP. Additionally, it supports the optional 60-Key Expansion Console. All four versions of the 48-Key Feature Phone offer the same basic features which are described throughout this *User's Guide*. The 48-Key Feature Phone's built-in voice mail features and voice prompts make it easy to program and use.



Hint: On any of these phone varieties (including the 60-Key Expansion Console), you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed-feature keys which, as their name implies, are already programmed.

24-Key Feature Phone

The **24-Key Feature Phone** has features similar to those of the 48-Key Feature Phone. However, the 24-Key Feature Phone is available only as a digital model and doesn't support TAPI, IP or the 60-Key Expansion Console. As is true for the 48-Key Feature Phone, the 24-Key Feature Phone's built-in voice mail features and voice prompts make it easy to program and use.



Hint: On any of these phone varieties (including the 60-Key Expansion Console), you can perform **direct programming** by holding down a programmable feature key for at least two seconds (similar to how you might program a car radio button). This isn't applicable to the fixed-feature keys which, as their name implies, are already programmed.

User programming menu

Overview

1 *Select personal greeting*

- 1 Record
- 2 Delete
- 3 Hear

2 *Programmable feature keys*

(Station keys, line keys, speed-dial keys, other feature keys)

3 *Station options*

- 1 Call waiting/background announce
- 2 Personal greeting reminder
- 4 Outside dial tone preference
- 5 Hands-free answer
- 6 Message monitor

4 *Station audibles*

- 1 Station ring tone
- 2 Station ring volume
- 3 Message ring

5 *Password*

- 1 Enter
- 2 Delete
- 3 Hear
- 4 Security level

6 *External message notification*

- 1 Delivery options
- 2 Phone delivery
- 3 Pager notification
- 4 Urgent message

9 *Un-delete*

Suggested Scripts for Voice Mail Boxes

Personal Greeting 1

Hello. You have reached the desk of _____ . I am either on the phone or away from my desk at this time. Please leave your name, telephone number and a brief message and I will return your call as soon as possible.

Personal Greeting 2

Hello. You have reached the desk of _____ . I have gone to lunch at this time. Please leave your name, telephone number and a brief message and I will return your call as soon as possible.

Personal Greeting 3

Hello. You have reached the desk of _____ . I have gone for the day. Please leave your name, telephone number and a brief message and I will return your call as soon as possible.

Special Personal Greeting 2 (used only with permission for Trunk to Trunk Transfer)

- Hi. This is _____ .**
- I am away from the office at this time.**
- If you would like to reach me on my cell phone press “4”.**
- If you would like to reach the operator press “0”.**
- You may also dial another extension number to speak with someone else.**
- Otherwise please leave your name, telephone number and a brief message at the sound of the tone.**

Special Personal Greeting 3 (Used only with permission for AutoPage)

- Hi. This is _____ . I am in the building today but away from my desk at this time.**
- If you would like to page me through the building speakers dial “3”.**
- If you would like to reach the operator press “0”.**
- You may also dial another extension number to speak with someone else.**
- Otherwise please leave your name, telephone number and a brief message at the sound of the tone.**

Virtual Answer 1 (Used only with permission for Virtual Answer)

Hi, this is _____ . I can see your call coming in and I would like to talk with you if you can hold for a moment. You can press the “one” key at any time to leave a message or press zero for the operator. (You can also dial another extension and speak with someone else.) Thanks

Virtual Answer 2 (Used only with permission for Virtual Answer)

It looks like this call is taking longer than I thought. You can press the “one” key at any time to leave a message or press zero for the operator. But if you have time to wait I would like to speak with you. (You can also dial another extension and speak with someone else.) Thanks