

# **Mansfield University's Telephone User's Guide**



**Telephone and Voicemail  
Operation  
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## TELEPHONE INSTRUMENT OPERATIONS

The university uses a variety of telephone instruments. Most users will find Ericsson digital instruments on their desktops, though a few areas may have analog telephone instruments similar to what you would use at home. The kinds of Ericsson digital instruments in use are pictured below.



This is the Ericsson DBA180 telephone, known as the D-8 for its 8 function keys. With two-line access, one programmable lamp/key combination, and four programmable function keys, the D-8 is the basic telephone instrument most used on the campus.

This is the Ericsson DBA706, known as the D-12. Funky Euro styling with three-line access and ten programmable lamp/key combinations, this speakerphone is the workhorse most often found in department chair, secretary, and administrative staff offices.



The DBC561 is found in some administrative offices. It is an updated version of the D-12 speakerphone, with three-line access, 4 programmable function keys and 14 programmable lamp/key combinations.



**This DBC211 is a new replacement for the D-8, though it is not a direct substitute, as it requires telephone system enhancements in order to make it work. Sporting an on-hook monitor (speakerphone without a microphone), three line access and five programmable lamp/key combinations; this instrument is present in very limited numbers on campus.**

**This is the Ericsson DBC213, the latest replacement for the DBA706, which requires the same system enhancements as its sibling, the DBC211. It is a full-featured speakerphone with three-line access, four special-purpose function keys and 15 programmable lamp/key combinations. It is present in very limited numbers on campus.**



## **STANDARD DIGITAL INSTRUMENT KEYS**

**Transfer:** A button designated with a “T” on D-8 ,D-12 and DBC561 instruments, and the fourth function button from the bottom left on other DBC series phones, it enables call transfers.

**End:** Designated with an “E”, or a “C”, this key disconnects speakerphone calls (“End”), and clears the display (“Clear”) when programming telephone features.

**Speakerphone key:** Designated with an “L”, this button has the same effect as pressing an access key on a speakerphone with the handset on the cradle; it activates the instrument, giving the user either dial tone, or answering an incoming call. On the DBC series instruments, the “L” has been replaced with the international speaker symbol.

**Mute key:** Designated with an “S”, or occasionally, an “M”, this key mutes the transmitter of the handset or speakerphone. On a D-12 instrument the key must be held depressed to silence the caller and turn off the speakerphone activity light, on a DBC-series phone, the button sports an international mute symbol, and the switch is a toggle, with a status light indicating muting is active.

## **COMMON DIGITAL TELEPHONE FEATURES:**

- Accept 2<sup>nd</sup> Call:** Allows a second call to ring-in on the next available access line. If feature is OFF, caller receives a busy signal.
- Additional Directory Numbers:** Provides line appearances for other telephone numbers assigned to the Mansfield campus.
- Auto Answer:** Allows an incoming call to be automatically answered by a speakerphone.
- Calendar:** Displays the date and time on the D-12 instrument display when the function key is pressed.
- Call Divert:** Diverts all incoming calls to your common diversion point.
- Callback:** If a phone rings with no answer or is busy, pressing this button queues a callback when the phone is first used, or becomes available. There is a six-hour limit on this feature. The same thing can be done by pressing “6” while listening to either ring tone or a busy signal.
- Common Hold:** If you place a caller on HOLD by pressing your line key, that creates an exclusive HOLD condition. Common Hold allows someone else to pick the call, if they have a line appearance of your phone, or by special dialing sequence if your “divert on busy” or “Accept 2<sup>nd</sup> Call” is not set. The feature can be activated by pressing “8” with a caller on the line.
- Conference:** Allows you to conference access lines together, for a total of eight callers, including a maximum of six external calls, into one conversation. The feature can be activated by pressing “3” with callers on two of your access lines.
- Hot Line:** Can be used to create a two-party intercom or activate special-function phones, like emergency instruments or elevator phones.
- Multiple Directory Numbers:** Allows multiple phones access to a common telephone number.
- Personal Numbers:** This feature creates diversion lists for phones. This allows two paths of diversion to occur; one when the phone is not answered or is busy, and a second path when each phone following the first one in the chain of diversion is either busy or itself diverted. This may exist with or without a function key; if not inhabiting a function key, the Personal Number is active at all times. If both Call

**Divert and Personal Number are active, Call Diversion takes precedence.**

**Send Additional Digits:** Also commonly labeled “Tone” or “Send Tone”, allows a digital set to send tones to the far end party, to allow access to automated attendants, pagers, or other services requiring you to make selections using your telephone key pad. This feature is automatically activated when accessing our internal voicemail system. Pressing ‘9’ during a telephone call also activates the feature. Will not work until a call is connected.

**Stored Number Redial:** Activating this feature stores the last number dialed into that function key position. Subsequent pressing of the feature key redials the digit string. Is erased by the next press of the key following entering a digit stream.

**User-Programmed Digits:** Any sequence of digits can be programmed into any unused telephone instrument button, and is commonly used to program numbers called on a regular basis. If the number to be stored contains an authorization code, it is necessary for the IT department to program this feature for you.

**Message Waiting:** Indicates you have a voicemail message waiting. If the light is blinking, pressing the feature button automatically dials the voicemail system for you. If the light is not blinking, the function key is inoperative.

### **Other Telephone System Features:**

**Hands-free dialing:** It is not necessary to lift the handset in order to place a call. Simply dial without lifting the handset. On a speakerphone, the call will be on speaker. On non-speakerphone models, the instrument will emit a steady beeping sound until the handset is lifted.

**Abbreviated Dialing –** IT often uses this feature for programming intercom-like features into departmental telephones. Up to 10 numbers can be programmed for dialing any digit sequence. IT/Telecommunications must activate this feature as well as program any numbers requiring use of an authorization code.

**To Program Local Numbers:** Press \* 51 \*, the single digit representing the dialed number, \*, the local number or extension number you wish to store, plus #.

**To dial abbreviated numbers:** Press \* \*, plus the single digit programmed to represent the local number.

**To erase an abbreviated number: Press # 51\* , the digit representing the dialed number, plus #. Note: You can actually program a new number over top of an old one, without “erasing” the old number first.**

**Programming Function Keys: Any unused function key on your telephone can be used to store a frequently dialed number or special function.**

**To program a telephone number into an unused function key:**

- \* First, press the PROGRAM function key. The function lamp is lit. D-8 phones enter program mode by pressing “Access 2” while the handset is on-hook.**
- \* Next, press the unused function key you wish to use. The function lamp will light, if equipped.**
- \* Enter number sequence to be stored.**
- \* Press the function key again to extinguish the associated light.**
- \* Press the PROGAM function key again. The function lamp extinguishes.**

**Call the IT department if you wish to store a telephone number that requires use of an authorization code, or if you wish us to program one of the special functions listed at the beginning of this section.**

**Call Hold:**

**Exclusive Hold: (Call may only be retrieved from your phone) With the other party on the line, press either the access key of the line that received the call, or press another access line key.**

**To retrieve the call, press the access line of the ‘held’ call.**

**Common Hold: (Call may be retrieved from any phone) With the party on the line, press ‘8’, or the “Common Hold” function key.**

**To retrieve the call from the same phone: Press the access line of the ‘held’ call.**

**To retrieve the call from a phone with the first phone’s line appearance: Press the Access key for that extension.**

**To retrieve the call from another phone: (Only if Accept 2<sup>nd</sup> Call and Divert on Busy is not set) Dial the extension number of the phone that is **HOLDING** the call; listen for a busy signal, then press ‘8’.**

**Inquiry/Consultation Hold and Conference**

**This feature can be used to alternate between two or more callers, or to conference multiple callers together.**

**To use this feature: With the first party on the line, press any vacant line key (Access 1, 2, or 3). This places the first caller on hold and presents you with dial tone. You may now dial the second party.**

**To refer back to the first party: Press the Access key for the line ‘Holding’ the first caller.**

**To alternate between callers: Press the Access key for the line desired. The other line appearances are automatically placed on Hold.**

**To conference callers: Press ‘3’ or “Conference” feature button. You will receive a long beep. Both callers will now be connected to the last Access line used. Repeat this process to connect up to eight callers with a maximum of six external calls.**

## Transfer

**With a caller on the line, press any vacant access key and dial the second number. You can press “T” or the “Transfer” key after the first ring, or wait until the called party answers and announce the transfer, depending on your department’s procedures.**

## Call Pickup:

**If Divert on Busy is not set, you can pick up any ringing phone by dialing that number, receiving a busy signal, then pressing ‘8’.**

**Extensions in the same area can be programmed to be part of a “Pickup Group”. If this is done, then any phone can retrieve any call by pressing ‘77’, regardless of the state of individual call diversions. Call the IT department if you’d like to discuss this option.**

**This feature can also be accessed by depressing your “Common Hold” function key, if equipped.**

## Automatic Callback (Internal Extensions Only)

**If a dialed extension is busy or does not answer, while still listening to ringing tone or a busy signal, Press ‘6’ and receive a three-beep confirmation tone. You can then hang up. When the called extension is available, your extension will ring with a unique, fast ring, for eight seconds; you must pick up your receiver during that eight-second period. At that time, the called extension will start to ring.**

**This feature can also be accessed by depressing your “Callback” function key, if equipped.**

Several callbacks may be active at the same time. The maximum time a callback can be queued is six hours, after which the feature is reset.

If you wish to cancel a single callback: Dial **#, 6, \*** plus the extension number, plus **#**. Cancellation is verified by receipt of dial tone.

To cancel *all* active callbacks, dial **#, 6, #**.

## Call Diversions

Most university phones are pre-programmed to divert on no-answer. Most often, this diversion is to your personal voicemail, but sometimes it is to a department secretary or someone else designated to answer your calls. The place where calls are programmed to divert on no-answer is referred to as your *common diversion point*. The common diversion point is not alterable by the user, and is generally set by university policy.

It's important to fully understand how call diversions work when considering a call diversion scheme for your office. Calls diverted to another extension do not behave like a "normal" call to that extension; if the person you send your calls to has their phone diverted, your calls there will ring there without diverting further. If it is desirable to build a diversion scheme that allows multiple options for where a call may go depending on availability of other staff, the "Personal Extension" feature should be considered. Personal Extension creates a list of choices, up to ten numbers deep, each with a choice for call diversion, plus a second choice if that extension is busy.

Call Diversion and Personal Extension keys can coexist on your phone, allowing multiple possibilities for diversion schemes. For example, your common diversion point could be set to voicemail, and a Personal Extension feature could be employed to divert your calls to a secretary, then an alternate location prior to diverting to voicemail. If both features are activated simultaneously, the Call Diversion feature takes priority, sending all your calls to your common diversion point.

**FOLLOW-ME DIVERSION**: Follow-me allows you to transfer your phone to the location of your choosing. It is important that the person receiving your calls is advised to expect them, and that both of you understand the potential ramifications of using this feature. For example, the phone system does NOT allow double diversions! So, if you follow-me your phone to someone, then they attempt to divert their phone in any way other than the preset divert-on-busy, your calls will not divert with theirs, but will continue to ring on their phone!

To **FOLLOW-ME** your extension: Press **\* 2 \***, extension number, **#**, where the extension number is the phone you wish to divert your calls to. Verify diversion dial tone.

To cancel a FOLLOW-ME from your extension: Press #, 2, #. Verify return of normal dial tone.

To cancel FOLLOW-ME from the answer point after the feature is active: Press # 2 \*, your extension number, #.

To redirect your FOLLOW-ME from the answer point to a new answer point after the feature is active: Press \*, 2, \*, your extension number, \*, the new answer point, #.

### **DIVERT ALL CALLS:**

To divert all calls to your common diversion point: Press your “Call Divert” function key, if so equipped, or press \* 2 #. A pulsing dial tone indicates success. You will receive this “blip” tone as long as the feature is active.

To cancel, press # 2 # and verify return of normal dial tone, or press your “Call Divert” function key and observe that the feature lamp extinguishes.

### **DIVERT ON BUSY:**

Divert on busy is set in the telephone system by default.

To insure your Divert on Busy is active, press \* 22 # and verify pulsing diversion dial tone, then hang up. (If you pick the phone up again, you will not hear diversion tone again; in this case, you receive it once as a verification of feature activation.)

To cancel Divert On Busy: Press # 22 #. Verify normal dial tone and hang up.

**DIVERT ON NO-ANSWER:** Divert on No-Answer is normally preset on any extension that has voicemail.

To Verify or Set Divert on No-Answer: Press \* 21 # .

To end Divert on No-Answer, press # 21 #; this can be useful if, for example, you do not wish to receive voicemail messages for a period of time. We suggest you make a note for yourself, however, so you can remember to reactivate the feature when you again wish once again to receive voicemail messages. Note: You will continue to receive “Sent” voicemail messages, as these are a function of the voicemail system, not telephone diversion schemes.

## Ring Options

Your telephone’s primary access lines are programmed to ring normally upon activation. Any other line appearances on your phone are initially set to be silent, with only a flashing light to indicate “ringing”. To Program ring options:

- Press the PROGRAM function key. The function light will light, if equipped.
- Press the key representing the access line you wish to change. A digit representing the current state of the ring option for that line will be displayed, if your phone is equipped with a display.

- Enter a single digit to represent the desired ring option:
  - 0 – silent (flashes only)
  - 1 – Normal ring (the highest volume allowed by the instrument's switches)
  - 2 – Normal ring after a two-ring delay.
  - 3 – Two rings at half volume, then silence. (the light continues to flash)
  - 4 – Two rings at half volume after a two ring delay (not recommended due to voicemail intercept)
  - 5 – Automatic speakerphone connection of AUTOANSWER function is enabled (speakerphone only)
  - 6 – Automatic speakerphone connection (speakerphone only)
- Press access line to extinguish the lamp.
- Press PROGRAM function key to complete entry (PROGRAM function lamp is extinguished, if equipped).

## Ring Controls

Every digital telephone instrument has controls to set ringer qualities.

**D-8** – A two-position control on the rear of the instrument adjusts ring volume.

**D12** – On the left-hand side of the instrument is a three position slider control which adjusts ring volume (Note: the first position turns ringer off!), and a second slide control that gives the user three choices of ring cadence.

**DBC-series phones** – Pressing the volume control while the phone is not otherwise in use causes the phone to ring and allows one to adjust the ring volume. Pressing the “PROGRAM” function key followed by one of the digits on the numeric keypad provides ten different choices of ring cadence.

## Ringing Styles

The Ericsson telephone system differentiates different types of calls by ringing style. These styles are:

- **Single ring:** Internal Calls
- **Double ring:** External Calls
- **Single long ring, followed by single ring or double ring:** Transferred call
- **Very fast ring:** Callback function is active, and the user you were attempting to reach is now available. Call will complete if handset is picked up during the eight seconds this ring lasts.

## Sending Tones

Often we need to send tones to the far-end of a call, to make selections in an auto attendant, use an automated teller machine, or other types of computer-aided telephone calls where additional digits must be sent after a call is answered. Analog phones, such as are used in your home, automatically generate tones, but digital telephones do not.

**To send additional digits, or tone: Press the button labeled, “Send Additional Digits”, “Tone”, or “Send Tone”. If not equipped with this feature button, pressing ‘9’ will perform the same function. You will NOT hear the tones in your ear when keys are pressed, but the far-end receiver will.**

**NOTE: You cannot send tones until the call has completed!**

## **Analog Telephone Differences**

**Virtually all digital telephone features can be simulated with an analog instrument. Many of these features require you to perform a ‘hookflash’, which is a momentary – about a half second – depression of the switch hook.**

### **Analog Call Hold**

**To place a call on hold: With the caller on the line, perform a hookflash and listen for confirmation tone, then hang up. A HELD call will call you back if on hold for more than one minute.**

**To retrieve the call from the same phone: Pick up the handset, you’ll be automatically connected to the call.**

**To retrieve from another phone (If divert on busy is not active): Dial the extension where the call was parked; you will receive a busy signal. Press ‘8’; you are now connected to the call.**

### **Analog Inquiry, Consultation Hold and Conference:**

**With the first caller on the line, perform a hookflash, verify receipt of confirmation tone, then dial tone. Dial the second caller. To refer back to the first caller, press ‘2’. To alternate between callers, continue to press ‘2’. To conference callers together, press 3. You will receive conference tone. These steps may be used to connect up to eight callers, and a maximum of six external calls, into a single conference.**

### **Analog Transfers:**

**With the caller on the line, perform a hookflash, and verify receipt of confirmation tone followed by dial tone. Dial the second party; after one ring you can hang up, or wait on the line to announce the call, then hang up, depending on your department’s procedures.**

**If the second line is busy or does not answer, perform a hookflash to receive confirmation tone, then a second hookflash to return to the first caller.**

## **The Voicemail System**

### **Voicemail Operation**

University employees have a voicemail box assigned to their telephone. Employees without their own telephone may have voice mailboxes assigned to receive messages from both on- and off-campus. Further, any campus group can add voicemail to their telephone if they can demonstrate that providing this service is demonstrably in the University's best interest. All others may add voicemail to their phones for a monthly fee.

Basic voicemail service, sending another user a message or retrieving messages, is a simple process. The voicemail system is capable of more sophisticated operations, such as performing the future delivery of messages, notification of non-delivery, and broadcasting messages to groups of users, among other things. Information Technology urges everyone to take advantage of the convenience and power of the voicemail system, and will assist users by providing personal and group training in the use of basic and advanced voicemail features.

**First Time Access:** Dial 4400, the main number to access university voicemail service.

You will be prompted to enter your security code. If you are at your own extension, enter four zeros as an initial password. If you are calling voicemail from another extension, entering \* # will cause the system to ask you to "enter your mailbox number". This is your phone number, and should be entered as a 4-digit number. You will then be prompted to enter your security code. First-time users should enter 0000. You will then be prompted to create a new security code, record the name others **SENDING** you messages will hear, and recording the greeting others will hear when your phone diverts to voicemail on no-answer.

**Receiving Messages:** Messages may be received through call answering, by another user **SENDING** you a message from their voicemail box, or by the use of a distribution list or group code. You receive new messages once you have entered your voicemail box by pressing 1. Your first message will begin to play. You have the option of listening to the message in its entirety, skipping to the next message by pressing 7, saving it by pressing 5, forwarding it by pressing 8, or erasing it by pressing 4 - you will be prompted to press 4 again to confirm you wish to delete a message you have not listened to completely. You may also find the date and time of the call by pressing 0 0 at any time during the message play. The voicemail system will cycle through all new messages in your voicemail box, in the order in which they were received.

**Length of Message Storage:** Messages stored longer than 30 days will be automatically deleted. After that time, if you attempt to listen to a message you will hear a recording: "this message was stored too long, and automatically erased." You will then be given as much information as the AutoPlay envelope of the message contained; usually the date and time of the call, and where it originated. These

messages cannot be retrieved. Press 4 to delete the AutoPlay information and move to the next message.

**Controlling Message Playback:** At any time during message play, you can manipulate message playback with the following commands:

**Pausing/Resuming** – You can alternately pause and resume message playback by pressing 1. After pressing 1 and pausing a message, you can:

**Speed up message playback:** You can speed up message playback by press 4. Additional presses of the 1-4 key combination will continue to speed playback.

**Set a bookmark:** You can set a point in a message where you can resume it in the future, by pressing 5.

**Increase volume:** You can increase volume of a message by pressing 6. Additional presses of the '6' key will further increase volume.

**Reduce speed:** You can reduce speed of message playback by pressing 7.

**Resume from Bookmark:** You can pause and resume from a previously set bookmark by pressing 8.

**Reduce volume:** You can reduce the volume of a message by pressing 9. Additional presses of the 1-9 combination will continue to reduce volume.

**Forward the message:** You can immediately forward the message, without listening to it in its entirety, by pressing 2.

**Back up message 5 seconds:** You can back by 5 seconds by pressing 3.

**Delete message:** You can immediately erase a message by pressing 4. You will be prompted to press 4 again to verify if you really want to delete it before playback is complete.

**Saving message:** You can immediately place a message in the saved message queue by pressing 5.

**Restart message play:** You can start a message over from the beginning by pressing 6.

**Skip to next message:** You can skip to the next message without taking any action with the current message by pressing 7. The current message will remain in the new message queue.

**Reply to message:** You can immediately reply to a message, without listening to it in its entirety, by pressing 8. You can only reply to a message if the voicemail system knows where the message originated; you cannot reply to a message received

from an off-campus number or a phone that does not have an attached voicemail box. Note! Be careful with this command, as it sends the message to the phone the message was sent from, not necessarily the sender of the message, if the message was received by call answering. You can only be absolutely certain the message will return to the original sender if the message was “Sent” during the send cycle of a voicemail session. When replying, you will hear the mailbox name recorded by the person who owns the phone to which the mailbox is attached; if that mailbox name does not match the name of the person you believe sent you the message, it’s probably best to send them a new message, rather than replying to the existing message.

**Advance message 5 seconds:** You can advance a message by 5 seconds by pressing 9.

**Retrieve message sender information:** You can receive information about who sent you a message, as well as the date and time it was received, by pressing 0 0 at any time during message play. You can also receive this information on every message by changing your “auto-play envelope”; see page 14.

**Sending Messages:** By pressing ‘2’ during voicemail box startup, you enter the Send cycle of voicemail. This allows you to Send a message to a user or groups of users. Sending a message has some advantages over call answering because you can Send the message, and be assured the person or persons receive the message. You can also do things like specify a future date and time for delivery of the message, or request a receipt of notification.

**To SEND a message:** Press 2. You will be prompted to enter the 4-digit number of the person you wish to send a message to. If you don’t know the extension number of that person, press # to access the subscriber directory. After you have made your selection, you will hear the “mailbox name”, which is the name the person recorded during initial setup of their voicemail box. If the mailbox name is correct, press 2 to begin recording your message, and press 2 again at the end of the message. You will then be prompted to press 5 to actually send the message. At any time during this process, you can press \* to cancel message send.

**Sending messages to groups of users:** You can send messages to groups of people by having the IT department create a distribution list, also known as a group code. Distribution lists are built and maintained by various groups on campus. Call the HELP desk at 4357 if you need to send a message to a group of people. If no distribution list exists for the constituency you wish to reach, a determination will be made as to the ability to first, create the group, and second, to maintain it, and if feasible, IT will schedule it’s creation on a best-effort basis.

**Controlling Message Sending:** Many of the commands available for manipulating receipt of messages are also available for sending messages. These commands are:

**To pause/resume recording:** Press 2. Alternate presses of 2 will pause and resume message recording.

**To back up and delete the last 5 seconds of recording:** Press 3.

**To abandon your recording: Press 4 or \*.**

**To immediately Send the message: Press 5. You will be prompted to press 5 again just to be sure.**

**To review all, or the portion of the message you've recorded so far: Press 6.**

**To skip forward 5 seconds (create 5 seconds of dead air): Press 9.**

**To specify special routing of messages: Press 0. You'll then be able to:**

**Specify future delivery: By pressing 1.**

**Restrict message forwarding: By pressing 3, you will inhibit the recipient from forwarding your message on to someone else.**

**Request receipt notification: By pressing 5 you can request the voicemail system to advise you when a SENT message has been listened to. Receipt notification will NOT light your message waiting light, but will place the original message in your IN box with the date and time it was received.**

**Accessing the "PhoneManager": PhoneManager is the portion of the voicemail system that allows you to configure some options as to how your mailbox operates. It is divided into two groups of options, Personal Options, and Messaging Options. To access PhoneManager, Press 3 during voicemail startup.**

**Personal Options: Personal Options change how your mailbox behaves. They are made available by pressing 1 after you have accessed PhoneManager. Not all options are listed, and some options not listed, if attempted, may disable your voicemail box! Valid options are as-follows:**

**Record/re-record your personal greeting: Pressing 3 allows you to record the greeting people hear when they call you. There are two greetings, one for call answering, and a second, for use when your telephone is busy. If present, the system will play the existing recording prior to giving you an option to change it.**

**To record your call-answering greeting: Press 2. You will be prompted to press 2, record your greeting, and press 2 again when finished. You may press 6 at the end to listen to what you've recorded, and press 5 to save your new greeting.**

**To record your busy greeting: Press 1. You will be prompted to press 2, record your greeting, and press 2 again when finished. You may press 6 at the end to listen to what you've recorded, and press 5 to save your new greeting.**

**Change your security code:** Press 4. You'll then be prompted to enter a new security code. It can be any combination of numbers between 4 and 15 digits in length. When finished, press the # key.

**Record your name:** Press 5. You'll be prompted to press 2, speak your name, and then press 2 again. You may then press 6 to listen to what you've just recorded, or press 5 to save your name recording.

**Record an announcement for a mailbox you sponsor:** Press 6. You will be prompted to enter the 4 digit "extension" number of the mailbox you sponsor – this may be an announcement for your department, or the lead mailbox of a group. You will be prompted to press 2, record your message, then press 2 again. You may then press 6 to review your announcement, or press 5 to save it.

**Messaging Options:** Messaging Options change how messages are presented to you. They are made available by pressing 2 after you have accessed PhoneManager. Not all possible options are listed; options not listed may disable your voicemail box if attempted. Valid options are as-follows:

**Record a name for a mailbox you sponsor:** If you sponsor an announcement mailbox or otherwise control a mailbox other than your primary mailbox, this feature allows you to record a name. Press 2. You'll be prompted to enter the 4-digit number of the mailbox for which you wish to record a name. You will then press 2 to record your name, and press 2 again afterwards. You can then press 6 to listen to what you've recorded, and press 5 to save the new name.

**Change a personal distribution list:** If you sponsor a distribution list, this option allows you to add and delete members. Press 3 and follow the prompts.

**Change message presentation:** This option allows you to be presented with your messages either first in, first out, or last in, first out. Press 5. You'll be prompted to enter a 1 to hear your messages first in, first out. Press 2 for your messages to play last in, first out.

**Change AutoPlay envelope information:** AutoPlay allows you to hear the date and time of the call every time you receive a message. The default is not to hear the date and time – you can press '00' at any time during a message for this information to be played. To change AutoPlay: Press 6. You will be advised what your current selection is – default is "information on request". You may press 1 to play AutoPlay information before each message, Press 2 for autoplay information to play at the end of each message, or press 9 to set AutoPlay to "by-request".

