

TELEPHONE TIPS AND TRICKS

What are the voicemail commands?

Message Playback Options

Rewind	Press 1
Rewind to Beginning	Press 1-1
Pause/Restart	Press 2
Forward	Press 3
Forward to End	Press 3-3
Slow Down	Press 4
Envelope Information	Press 5
Speed Up	Press 6
Volume Down	Press 7
Normal Volume	Press 8
Volume Up	Press 9
Cancel	Press *
Help	Press 0
Skip Message	Press #
Skip to Archived Messages	Press #-#

End-of-Message Options

Replay	Press 4
Envelope Information	Press 5
Send Copy	Press 6
Erase	Press 7
Reply	Press 8
Reply by calling	Press 8-8
Save	Press 9

Copy Message Options

Review Message	Press 1
Spell Name	Press #
Erase/Re-record	Press *
Address to Group	Press 0

OTHER

UNDELETE A MSG ***

BUTTONS



*** You must have at least 1 other msg in your box first

How do I make a long-distance call?

Dial 9, 1+number

Do I need to dial 503 on outgoing calls?

503 is optional. Simply dial 9 + 123-4567. The phone system translates this to 503-123-4567

How do I bypass the greeting to quickly leave an internal voicemail message?

Press * during the greeting. Alternately, dial 6+extension to go directly to voicemail for that extension, then * to bypass the greeting.

How do I redial the last number I dialed?

Pick up the receiver and press *

How can I check voicemail remotely?

Dial your own direct phone number (e.g. 503-416-8427), then press *

Alternately, dial 503-416-8403 (ignore the greeting), then press # + your 3 digit extension

How do I forward my work phone to my cell number?

1. Initial setup (do this only once): #193, 7000, 95031234567 (meaning 9+your cell phone number), (hang up), #139, (press the button on your telephone that you want to associate with offsite forwarding), #141, 7000, (again press the button on your telephone that you want to associate with offsite forwarding)
2. After that step, the button used in step 1 acts as a toggle for off-site forwarding. When forwarding is turned on, you should see a red light or a display on the phone indicating forwarding is turned on. To turn it off, just press the same button again. The light should disappear and your phone display should indicate that forwarding is disabled.

How do I program a button to "speed dial?"

1. Press #193 on your phone. This takes you to the "speed dial libraries." Choose a number; they start at 7000 and increase—e.g. 7001, 7002, etc.. If you'd like to use 7000, press 7000, then 95031234567 (meaning 9+the phone number). Hang up.
2. Now, press #139, then hit the button on your telephone that you want to associate with the speed dial. Press 7000 or 7001 (whatever you used above). Finally, press the button (again) on your telephone that you want for the speed dialing. Hang up. Your button is now programmed.

How do I make a conference call?

From your phone: Call the first number, wait for the recipient to answer, and hit **XFER/CONF**. Then dial the second number, wait for the recipient to answer, and hit **XFER/CONF**

From another phone (eg Conf Room / Front Desk placing calls for your phone) : Transfer everyone involved to 7098 or 7099 (you simply dial that same number, from any phone in the office, to enter into the conference yourself). You will hear a solid tone indicating that you (or others) have entered the conference call.

How do I make an international phone call?

9011+telephone number

I sometimes receive voicemails without hearing the phone ring?

Somebody may have dialed 6 plus your extension number (e.g. 6427) and left a message without ringing. Also try pressing #136 and changing the incoming ring volume.

I heard I'm supposed to press Do Not Disturb when I'm not in my cubicle

Yes, this is correct. People who dial your number will save time by going directly to voicemail.

Why can't I hear the phone ring when somebody dials my number?

If you reduce the volume on your phone to zero *while* somebody is dialing you, you must press #136 and turn it back up or the incoming call volume will remain zero.