

VoiceMail

Temporary Password 12345

To Access VoiceMail (from your phone)

Press the Messages key (Feature Key 4)

- Enter your **Temporary** password + #
- Follow the prompts to setup your mailbox
 - Record your name
 - Record your greeting
 - Change your temporary password
 - Choose whether to be listed in the directory

Note: If you hang up before completely enrolling, you will need to repeat the setup process the next time you access voicemail.

Accessing VoiceMail

Internally from your own phone:

- Press the **Messages** key
- Enter your **Pin** and press the # key

Internally, from another phone:

- Press the **Messages** key
- Press the ***** key
- Dial your **4** digit ext + #
- Enter your pin + #.

Externally:

- Dial 631-344-4500(wait for answer)
- Press the ***** key
- Dial your **"4"** digit ext + #,
- Enter your pin + #.

| Voicemail Main Menu | |
|---------------------|----------------------------------|
| 1 | Listen to new messages |
| 2 | Send a message |
| 3 | Review old messages |
| 4 | Setup options |
| 411 | Change Standard Greeting |
| 412 | Change Alternate Greeting |

| While Listening to Messages | |
|-----------------------------|-----------------------------------|
| 1 | Repeat Message |
| 2 | Save Message |
| 3 | Delete Message |
| 4 | Reply to Message |
| 5 | Change Volume |
| 6 | Save message as new |
| 7 | Rewind |
| 8 | Pause/Restart |
| 9 | Fast Forward |
| # | Skip to next message |
| * | Go back one level |

| After Listening to Messages | |
|-----------------------------|----------------------------|
| 1 | Repeat Message |
| 2 | Save Message |
| 3 | Delete Message |
| 4 | Reply to Message |
| 5 | Forward a Message |
| 6 | Save message as new |
| 7 | Go back 3 seconds |
| 8 | Pause/Restart |
| 9 | Message Properties |
| # # | Skip to next message |
| * | Cancel playing messages |

| Performing Common Voicemail Functions | |
|---------------------------------------|----------------------------------|
| 4-1-1 | Change Standard Greeting |
| 4-1-2 | Change Alternate Greeting |
| 4-3-2 | Re-Record Name |
| 4-3-1 | Change Password |

Quick Reference Guide

For Cisco Phones

Cisco Unified Communications

Brookhaven

National

Laboratory



- 1 Extension Keys
- 2 Foot Stand Adjust
- 3 "deactivate" Sleep Key
- 4 Messages Button
- 5 Directories Button
- 6 Help Button
- 7 Settings Button
- 8 Services Button
- 9 Volume Button
- 10 Speaker Button
- 11 Mute Button
- 12 Headset Button
- 13 Navigation Button
- 14 Keypad
- 15 Soft-key Buttons
- 16 Voicemail lamp/New Call lamp
- 17 Phone Screen

Call Handling

Internal Dialing

- Dial the **4**-digit extension of the intended party.

External Dialing

- Emergency: 911 or 9+911
- Local: 9+Number
- Domestic: 9+1+Area Code+Number
- International: 9+011+Country Code+Number

Basic Call Placing Options

- Lift the handset
- Press the **NewCall** or **Redial** soft keys
- Press the **Speakerphone** button

Placing a Call

- Lift the **handset**/ Press the **Speaker** key/
Press the **New Call** soft key/Press the **Headset** key
- Or
- Dial the number first...
(If you make a mistake, press “<<” soft key to backspace)
- Then press the **Dial** soft key (or lift the handset)

Hold/Resume (Soft key)

To place a call on hold:

- Press the **Hold** soft key

To take the call off hold:

- Press the **Resume** soft key

Transfer (Soft key)

Consult Transfer (Announced)

- Press the **Transfer** soft key
- Dial the intended party (**Announce the call**)
- Press the **Transfer** soft key again

Note: If there is no answer, voicemail answers, or... If the number was dialed incorrectly.

- Press the **EndCall** soft key
- The, press the “**Resume**” soft key
(to reconnect to the original caller)

Blind Transfer (Unannounced)

- Press the **Transfer** soft key
- Dial the intended party
- Press the **Transfer** soft key again or just hang-up

Conference (6 Party Max – Soft key)

While on a call:

- Press the **More** soft key
- Press the **ConfRn** soft key
- Dial the intended party
- Press the **ConfRn** soft key again
(Repeat the above steps to add additional parties)

View/Remove Conference Participants

Viewing participants

- Press the **More** soft key
- Press the **ConfList** soft key

Removing participants

- Highlight the party you wish to remove using the toggle button
- Press the **Remove** soft key

Joining two (2) independent calls

- **Highlight** the call on hold (Navigation key)
- Press the **More** soft key
- Press the **Join** soft key

Idivert (Soft key)

Sends incoming callers to your voicemail box

- Press the **Idivert** soft key

Call Forward All (Soft key)

Forward all calls to voicemail or a number you specify

To Forward to voicemail:

- Press the **CfwdAll** soft key
- Press the **Messages** key or dial the extension number that you wish to forward to

To cancel the forwarding:

- Press the **CfwdAll** soft key

Directories (Feature Key 5)

Call Logs

To view Missed (1), Placed (2), or Received (3) Calls:

- Press the **Directory** button
- Highlight the desired **Directory** (Navigation key)
- Press the **Select** soft key

To call an entry:

- Highlight the desired log entry
- Press the **Dial** soft key to call the entry or press the **EditDial** soft key to modify the entry prior to dialing

Corporate Directory

To access the corporate directory:

- Press the **Directory** button
- Select the **Corporate Directory** (Option 5)
- Enter the First or Last name, or extension
- Press the **Dial** soft key to call the entry

Settings (Feature Key 7)

Rings Tones

To change your ring tone

- Press the **Settings** button, then press “111”
- Highlight the desired **Ring Tone**
- Press the **Play** soft key

To save your ring tone

- Press the **Select** soft key
- Then press the **Save** soft key