VoIP
Quick Start Guide

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Setting Up Your Voicemail

- Dial 241-4500 or press the Message button ✉ or ▭ on your phone.
- Key in the temporary password: 997365#.
- Follow the prompt to enter a new password. Your new password cannot start with zero and has a 4-digit minimum and 15-digit maximum. End your entry with #.
- Rekey your new password to confirm and end with #.
- Follow the prompt to record a personal greeting and review it. Activate with #.
- Follow the prompt to record your first and last name. Activate with #.

You will hear a confirmation that your voice mailbox is set up.

For assistance while on campus, press 0. While offsite, dial 574-1000.

Voicemail to Email

If you have the voicemail to email feature enabled, voicemail messages will be sent as audio file attachments to your ORNL email address. The first email will likely go into the email junk folder. You will need to find the message in the junk folder in your email client and mark it as not junk so that subsequent emails will go to your email inbox. The emails will come from a sender address of the form 7digitnumber-ESNADB0-4500N.dmz.ornl.gov where "7digitnumer" is the ORNL phone number of the line the voicemail box is associated with.

FORWARD Option

If you have the voicemail to email FORWARD option, when a voicemail is received, the message waiting line on the telephone set will light up when the message is initially left, once the email is sent, usually withing 30-60 seconds, the voicemail message will be deleted from the voicemail inbox and the message waiting light will go out.

RELAY Option

If you have the voicemail to email RELAY option, when a voicemail is received, the email message will be sent, the message waiting line on the telephone set will remain lit and the voicemail message will remain in your voicemail inbox until you dial into the voicemail via the telephone user interface to listen to or delete the voicemail message. If you have this option, follow the instructions in the Checking Messages on Your Desk Phone section to listen to or delete messages from the voicemail inbox and extinguish the message waiting light.

Checking Messages via Phone

If you have messages waiting, the Message ✉ or ✉ button and the light at the top right corner of your phone will be lit.

- Dial 241-4500 from any phone or press the Messagebutton on your phone. ✉ or ✉
- Key in your phone number if prompted, then your Password when prompted.
- Press 1 1 to hear your messages.
- At the end of each message, you will be given the following options:
  - Press 7 to delete or to use Quick Delete at any point in the message, press 3 3 7.
  - Press 9 to save or to use Quick Save, press 3 3 9.
  - Press 6 to forward or to use Quick forward, press 3 3 6.
  - Press 8 to reply or to use Quick reply, press 3 3 8.
  - Press 2 to send a message to other VoIP users.

You can change your greeting and name at any time by keying in your password and # and then pressing 4 1.

Creating and Editing Contacts

You can save up to 250 contacts using this feature.
To create a contact:
- Press the Contacts 📖 or ⌐👤⌐ button on your phone.
- Press New soft key.
- Using the dialpad, key in the last name of the person you wish to add.
  - Press the number key corresponding to the first letter of the contact's name. Continue to press the key through the letters and number assigned to the key, stopping when you get to the correct letter. (Letters display across the top of your phone screen.)
  - Repeat for each letter of the contact's name. The space key is 0.
- Use the up/down arrow keys to scroll through the name, number, and number type. Use the dialpad to enter the contact's phone number; use the left/right arrow keys to select the number type (i.e., general, work, mobile, home).
- Press OK or the Save soft key.

To continue adding contacts, press the More soft key.

To edit a contact:

- Press Contacts 📖 or ⌐⊥⌐ button on your phone.
- Use the up/down arrow keys to select the contact you wish to edit
- Press the More soft key.
- Press the Edit soft key.
- Use the up/down arrow keys to select the information you wish to edit.
- Use the dialpad and soft keys to edit and then press Save/OK.

Using Call History

- Press the Call History 📧 or ⌐⊙⌐ button on your phone.
- Use the up/down arrow keys to scroll through calls and to highlight a specific phone call.
- With a specific call highlighted, use the soft keys to get caller name and phone number (Details), save the caller to your Contacts (+Contact), or delete the caller or clear the call from your history (More).
- Use the left/right arrow keys to scroll through All Calls, Missed Calls, Answered Calls, and Outgoing Calls.
- To place a call to a highlighted number, press the button to the left of the number, lift the handset, or press the Speaker 📢 or ⌐◄⌐ button.

Forwarding Your Calls

To forward calls to voicemail:

- Press the SendAllCalls soft key on your phone screen. Button will light up.
- When you wish to receive calls again, press the SendAllCalls soft key to end call transfer.

Note: Most staff phones are programmed to forward to voicemail using the above procedure. However, for some, calls will forward to an administrative assistant, and some may not have this feature (i.e., those who do not have voicemail).

To forward calls to a different phone number:

- Press *72.
- At dial tone, key in the phone number you wish to forward calls to. A three-stutter dial tone indicates forwarding is activated.
- Press *73 to deactivate call forward. A three-stutter dial tone confirms forwarding deactivation.

Changing Your Password

- Dial 241-4500 or press your Message ✉ or ⌐✉⌐ button.
- Key in your password at the prompt.
- Press 9.

- Follow the prompt to enter your new password and end with #. Your new password cannot start with zero and has a 4 digit minimum and 15-digit maximum.

Using Conference Call Capabilities

You can hold a conference call with people on up to five different phone numbers.

- To activate conference call mode, during an active call, press the Conf soft key.
- At dial tone, enter phone number you wish to add in.
- Press the Join soft key.
- To drop callers, press the lit button next to a caller's number and then press the Drop soft key.

If you hear a busy tone or don't get an answer, press the lit button beside the number on your phone screen to return to the call.

Using Contacts to Make a Call

- Press the Contacts 📖 or ⌐➊⌐ button on your phone.
- Using the dialpad, key in the last name of the person you wish to call or scroll through your contacts list to select a contact.
- Press the Make Call soft key.

Additional Features

- Muting a call: Press the Mute 🎤 or 🔇 button to block sound on your end of the call.

- Speed dial: Press the Abr Program button on your phone (at bottom right on screen), use the down arrow to find an empty line to enter the number you want to speed dial, push the button next to the empty line, use the dialpad to enter the number, press # to save, and press the speaker 🔈 or 🔊 button to exit.
- Placing a call on hold: Press the lit button beside the active call and then press Hold soft key.
- Answering a call that has been on hold: Press the lit button beside the phone number that is on hold OR press the Resume soft key.
- Silencing a ringing call: press the Ignore soft key at the bottom of your phone screen.
- Transferring a call to another staff member: Press the transfer soft key; dial tone changes. Key in phone number for recipient, and press the Complete soft key once recipient has answered. If you hear a busy tone or don't get an answer, press the lit button beside the

number on your phone screen to return to the call.