Your voicemail currently has the default message. Please initialize the mailbox with your name and personal greeting

Initialize Voicemail
Dial ***17**
Press **#** when prompted for extension
Press **#** when prompted for password
Enter a new password and press **#**
> Your password cannot be the same as your extension number or a set of repeated digits or consecutive numbers.

Re-enter the new password and press **#**
Record your name when you are prompted
Press **1** and at the tone, speak your name.
Press **1** again. Your recording is played back.
Either press **#** to accept the recording or **1** to record again.

Record Voicemail Greeting
Press **MESSAGE** (left of arrow keys)
Enter password you used to initialize the mailbox
Press **Done** (soft key)
Scroll down using the arrow keys to the **Greeting...** option
Press **OK** [arrow keys] or **Select** [soft key]
Press **Record** [soft key]
Press **Stop** [soft key] when you are finished
Press **Submit** [soft key]
Press **PHONE** (right of arrow keys) to go back to the main screen

Press **PHONE** (right of arrow keys) to reset the phone back to the main screen at any time.

Basic Operation
Works the same as previous phone for calls.
- dial internal extension number
- dial 9 + number for outside line

Incoming Call
To answer the call using the handset, lift the handset.
To answer the call hands free, press the **SPEAKER** button (bottom left).
To redirect the call to your mailbox, press **To VM** [soft key].
To quiet the ringing, press **Ignore** [soft key].

Listen to Voicemail
Press **MESSAGE** (left of arrow keys)
Enter password you used to initialize the mailbox
Press **Done** (soft key)
Press **Listen...** [soft key]
Press **New...** [soft key]

Use the soft keys to control the playback actions for the currently highlighted message:

       Play / Pause - Start/stop playback of the currently displayed message.

       Call - Call the person who left the message.

       Back - Return to the previous menu.

       More - Switch between the different sets of available soft key functions.

       Delete - Delete the message.

       Save - Mark the message as saved. Saved messages are not normally automatically deleted.

       Copy - Copy the message to another mailbox. The menu will prompt you to enter the destination number.

Adjusting the volume

The volume rocker is located near the bottom right side of the phone

Ring Volume - adjust while handset is on the hook

Call Volume - adjust while handset is off the hook

Display

The red light near the top left of the screen indicates the line where calls will come in.

There are 3 call appearance locations that will display who is calling

The DND (Do Not Disturb) feature can be toggled by pressing the clear button next to it. A green light will come on indicating if it is active.

Documentation and User Guides

There are user guides available for those of you who want to dig into more detail on how the phones work.

\\Icoh-file\shared\IT\Phones\9504QuickGuide.pdf

\\Icoh-file\shared\IT\Phones\9508QuickGuide.pdf

\\Icoh-file\shared\IT\Phones\95xxSeriesUserGuide.pdf

\\Icoh-file\shared\IT\Phones\VoicemailInitialization.pdf

\\Icoh-file\shared\IT\Phones\VoicemailMenuOptions.pdf

\\Icoh-file\shared\IT\Phones\VisualVoiceMenu.pdf