

USER GUIDE

5220, 5215 and 5201 IP Phones and Voicemail



Rev. 3/04

FEATURES

ANSWER AN INCOMING CALL

- ☎ Lift handset of ringing telephone

PLACE AN OUTGOING CALL

- ☎ Dial *outside access code* [9]
- ☎ Dial number you wish to call

PLACE AN INTERNAL CALL

- ☎ Dial *extension number*

PLACE A CALL ON HOLD

- ☎ With a call on the line, press **HOLD** button
To reconnect with caller:
- ☎ Press line button
- ☎ On 5201 phones, lift handset and press **HOLD**

PICK UP A CALL ON HOLD AT ANOTHER EXTENSION

- ☎ Lift handset
- ☎ Press the **HOLD PICKUP** button
Dial *extension number* where caller is on hold

PICK UP A CALL RINGING AT ANOTHER EXTENSION

- ☎ Lift handset
- ☎ Press **RING PICKUP** or *8
- ☎ Dial *extension number* of ringing telephone

TRANSFER A CALL

- ☎ With a call on the line, press **TRANS/CONF**
- ☎ Dial destination *extension number*
- ☎ Announce call (if desired)
- ☎ **Hang up** to transfer call

PLACE YOUR PHONE IN DO-NOT-DISTURB (DND)

- ☎ Lift the handset
- ☎ Press the **DND** button
TO CANCEL
- ☎ Press **DO NOT DISTURB** feature key

FEATURES, continued

CONFERENCE CALL

- ☎ With a call on the line, press **TRANS/CONF**
- ☎ Dial second party (internal or external)
- ☎ Press the **TRANS/CONF** button to bring all parties together

REDIAL LAST NUMBER

- ☎ Lift handset
- ☎ Press **REDIAL** or **SHIFT**

PROGRAM A SPEED CALL (not available on 5201)

- ☎ Press **SUPERKEY**
- ☎ Press # or **NO** until **Personal Key** appears
- ☎ Press * or **YES**
- ☎ Press a **Key To Program**
- ☎ Press **CHANGE**
- ☎ Press **YES**
- ☎ Press **SPEED CALL**
- ☎ Press **YES**
- ☎ Dial **[9]** and the phone number or an extension number
- ☎ Press **SAVE**
- ☎ Press **SUPERKEY**

NOTES:

SET UP YOUR VOICE MAIL BOX

Press **Voice Mail** button OR dial

Press **#**, then dial **your voicemail number** (if at a different phone)

Enter **password** (default password is 1111)

A tutorial will play following access to the mailbox.

The voice mail system will:

- 1. Prompt you to change your password;*
- 2. Prompt you to record a greeting;*
- 3. Prompt you to record your name;*

SAMPLE GREETING:

You have reached the voicemail box of _____. I'm sorry I missed your call. Please leave your name and number, and I will return your call as soon as possible.

ACCESS VOICEMAIL

ACCESS VOICE MAIL

- Press the **Voice Mail** button
 - When system answers, press **#** (If not at your phone)
 - Enter your **extension** (If not at your phone)
- Then, enter **password**

ACCESS VOICE MAIL (away from the office)

- Call ____ - ____
- When system answers, press **#**
- Enter **extension number**
- Enter **password**

Main Menu

7 Play	Play Unread and Read message(s)
3 Deleted Msgs	Listen to deleted messages
6 Make	Record and send message
9 Exit	Exit
0 Transfer to 0	Transfer to the Attendant
# Dial ext #	Allows you to dial an extension
8 User Options	See 8 User Options

7 Play a Message

Select type of message to play

- 1 **Unread Messages**
- 2 **Read Messages**
- 9 **All Messages**

After message has been played:

- 7 **Play Again** Repeat the message just played
- 2 **Answer** Answer the message
- 4 **Give** Send the message to another mailbox
- 5 **Keep** Keep the message
- 3 **Discard** Discard the message
- 6 **Make** Make a new message
- 1 **Timestamp** Plays timestamp and envelope
- 9 **Exit** Exit to main menu

While message is playing:

- *1 **Pause** Pause for 5 seconds
- ** **Rewind** Rewinds message 5 seconds
- *# **Fast Forward** Fast forward 5 seconds

6 Making and Sending Messages

Enter destination mailbox number **or**

Directory Press *, followed by the person's first or last name **or**

Distribution List Press *, followed by the list number

After message is recorded

- 9 **Send** Exit and send your message to the destination mailbox
- 7 **Review** Listen to the message you just recorded
- 3 **Discard** Discard the message
- 2 **Append** Add to your recorded message
- 6 **Message Addressing Options** See **Message Options**

6 Message Options

- 2 **Confidential** - Prevent the receiver of your message from forwarding it
- 7 **Receipt** - Request notification that your message has been heard
- 8 **Urgent** - Place this message first in the destination mailbox
- 9 **Exit Message Addressing Options** - Exit the options menu

Main Menu, continued

8 User Options

4 Greetings

P

Record your greetings

B

Change Primary Greeting

O

Change Busy Greeting

E

Record Optional Greeting

9

Enable Optional Greeting

Exit to main menu

6 Name

Record your name

7 Passcode

Change your passcode

5 Distribution List

Set up and send message to more than one mailbox at a time. You create a group number and name.

9 Exit User Options

Exit User Options Menu