

Telephone (VoIP) Resources for Remote Use

Employee's office phone lines can be redirected and monitored by using the tools available through our VoIP offerings.

Forwarding Calls:

press the **FwdAll** softkey. You will hear two beeps.

Dial the extension to which you would like to forward the calls, or press the **Messages** button to forward all calls to your voice mail.

To cancel, press the **FwdAll Off** softkey once.

Note: **FwdAll** will only forward calls coming in on your primary line.

Voicemail Functions

First Time Enrollment:

Press the **Messages** button on your phone.

Enter your default PIN: **643125**

Follow the prompts, you will:

Record your name

Record a personal greeting

Change your PIN

Check Messages *from your phone:*

Press the **Messages** button

Enter your PIN

Check Messages *from another network phone:*

Press the **Messages** button

Press * when you hear the recording

Enter your ID (**10-digit** extension)

Enter your PIN

Check Messages *remotely:*

Dial your Direct Inward Dial (DID) number

Press * when you hear your greeting

Enter your ID (**10-digit** extension)

Enter your PIN

OR

Dial the voicemail number 217-558-7045

Enter your ID (**10-digit** extension)

Enter your PIN

Voicemail Options and Shortcuts

While listening to the Main menu, press...

- 1** to hear new messages
- 3** to review old messages (31-saved, 32-deleted)
- 4** to change set-up options
- 4 1 1** to change your Standard Greeting
- 4 1 2** to turn on/off Alternate Greeting
- 4 3 1** to change your password
- 4 3 2** to change your recorded name

During message playback, press...

- 1** to restart message
- 2** to save message
- 3** to delete message
- 4** for slow playback
- 6** for fast playback
- 7** to rewind 5 seconds
- 8** to pause/resume
- 9** to fast-forward 5 seconds
- #** to skip to next message (## to skip and save)

After message Playback, press...

- 1** to restart message
- 2** to save message
- 3** to delete message
- 4** to reply
- 5** to forward to another user (ext + #)
- 7** to rewind 5 seconds

Anytime...

- 0** for Help
- Cancel, Exit, or Back-up
- #** Skip, Confirm, Accept, Start-Stop