



UNIVERSITY
of HAWAI'I®

HILO

AVAYA AURA CS1000E

VOICE OVER INTERNET PROTOCOL (VOIP)

TELEPHONE

REFERENCE GUIDE



Information from Hawaiian Telcom for UH Hilo,

Hilo, Hawaii

Training dates: Oct 16; 17; 18, 2013

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PLACING CALLS

Pre-dial

- Dial the number you are trying to reach.
- Pick up the handset or press the **Handsfree** button.
- To end the call, you can either hang up the handset or hit the **Goodbye** button.

On Campus Calls

- Pick up the handset or press the **Handsfree** button.
- Dial the four digit extension number you are trying to reach.
- To end the call, you can either hang up the handset or hit the **Goodbye** button.
- **Dial 4 digits – the newly assigned extensions.**
 - Voicemail: 8999 or 932-8999
 - Operator: 0 (no 9)

Off Campus Calls or Calls to Other UH Campuses

- Pick up the handset or press the **Handsfree** button.
- Dial 9, then the number which you are trying to call. (ex: 9 555-5555)
- To end the call, you can either hang up the handset or hit the **Goodbye** button.
- **Dial 9 + 7 digit number.**

This includes:

- Manoa
 - Hawaii CC
 - Honolulu CC
 - Kapiolani CC
 - Leeward CC
 - Windward CC
 - West Oahu
 - Kauai CC
 - Maui College
 - Molokai Education Center
- All other calls require 9 +
 - On Island: Dial 9 + 7 digit

Long Distance Calls

In order to make long distance calls, your phone number must be provisioned with that feature.

- Pick up the handset or press the **Handsfree** button.
- Dial **9, 1**, the area code, then the phone number you are trying to reach. (ex: 9 1 808 555-5555)
- To end the call, you can either hang up the handset or hit the **Goodbye** button.

Interisland (non UH system calls) **9 + 1808**

Mainland: 9 + 1 + area code

International: 9 + 011

****In order to make international calls, your phone number must be provisioned with that feature.**

- Pick up the handset or press the **Handsfree** button.
- Dial **9, 011**, the country code, the area code, then the phone number you are trying to reach. (ex: 9 011 555-55-5555).
- To end the call, you can either hang up the handset or hit the **Goodbye** button.

Important Items to Remember

- 8 + 1808 is no longer used
- Dialing 5 digits within the HATS system is no longer used and will not work from the VoIP system.



ANSWERING CALLS

On Your Extension

- Pick up the handset or press the **Handsfree** button to answer the call.
- If you have a headset attached to the VoIP phone, you can press the **Headset** button to
- Answer the call as well.

On Another Extension

Use only if you have multiple extensions displayed on your VoIP Phone.

- Locate the extension number you wish to answer on the phone's display screen. It will have a flashing telephone icon next to the extension number.
- Press the button next to it.
- You can either pick up the handset or press the **Handsfree** button to answer the call.
- If you have a headset attached to the VoIP phone, you can press the **Headset** button to answer the call as well.

ACTIONS YOU CAN PERFORM WHILE ON A CALL

Switching from Handset to Handsfree and Back

- While on a handset call, press the **Handsfree** button and place the handset back in the cradle.
- While on **Handsfree** call, just lift the handset.

Call Hold

- While on a call, press the **Hold** button to put the caller on hold.
- To take the caller off hold, press the button next to the extension number which you put the caller on hold. There will be a flashing telephone icon next to that extension number.
- If you have more than one extension number on your phone, when answering a second call on your phone, press the **Hold button** to put the first caller on hold and then select the extension number which is ringing.

Mute

You may want to use this action when you are participating in conference calls to block out the background noises at your location.

- While in conference call, if you just want to listen and prevent background noises from interfering with the conference call, press the **Mute** button. You will know that you are in mute mode because you will see the flashing red light indicator on the mute button.
- If you want to be heard, don't press the **Mute** button from the start of the conference call.
- If you are in **Mute** mode during a conference call and want to be heard, press the **Mute** button again – to stop the flashing red light indicator, and this will allow you to be heard within the active call.

Call Transfer

- While on an active call you will see two options in the display screen, **Conf** and **Trans**.
- To transfer the call internal or external , you first press the soft key with the word **Trans** overlay.
- When you hear the dial tone, enter the extension number you wish to transfer the active call to.
- Press the **Trans** soft key again to complete the call transfer.

Initiating Conference Calls

- While on an active call, press the **Conf** soft key. The caller is put on hold and you will hear a dial tone.
- Dial the number you want to set up the conference call.
- Press the **Conf** soft key to conference all parties.
- You may be able to conference up to six parties by repeating the first three steps.
- The conference call remains connected even if you disconnect from the conference call.

Call Forward

To Set

- Press the Fwd soft key located on the left-hand side of your display screen.
- Dial the number to forward your calls.
 - To forward to another on-campus extension, enter the four digit extension.
 - To forward to voicemail, enter 2801
 - To forward to an external number enter 9 + phone number.
- Press the **Fwd** soft key again to initiate calls being forwarded to the number you just entered.
- You will know that the forward feature is activated because you will see an arrow next to it.

To View Forwarded Number

- Press the **Fwd** soft key located on the left-hand side of your display screen.
- Using the Navigation Keys, press the down arrow to view the telephone number you are forwarding your calls.
- To end the viewing, you can press the **OK** soft key or press the **Goodbye** button.

To Cancel Forwarding

- Press the **Fwd** soft key located on the left-hand side of your display screen.
- Press the **Cancel** soft key to cancel call forwarding. A message will be displayed stating call forward cancelled.

Call Park (virtual hold)

To Park a Call

- While on an active call you will see two options in the display screen, **Conf** and **Trans**.
- To start the call park process, you first press the soft key with the word **Trans** over it.
- You then dial #5 followed by the extension you would like to park your active call.
- Press the **Trans** soft key again to park your active call.

To Retrieve the Parked Call

- First go to the location of a VoIP Phone extension number where the active call parked call can be retrieved. **Note: the parked call lasts 120 seconds = 2 min. After 120 seconds, the call will ring again where it was first received.**
- From that VoIP Phone, pick up the handset or press the **Handsfree** button to get a dial tone.
- Dial *5 followed by the extension number the active call was parked.
- You are now connected to the active call you parked.

Note: As an example: If you are a librarian and the incoming call is asking for a specific book and they want to guarantee that book is available to borrow. The librarian places the call on “park” and runs to the back to find the book, goes to the nearest available phone and pick up the “call parked.”

SCR (Single Call Ringing)

- Single Call Ringing is defined when the DN= Directory Number keys appears as:
 - i.e. Directory Number key programmed on key 0, and key 1 etc. as a SCR key.
- Only one call can be answered at a time.
- Once a call taker has answered a call, future calls to that DN will receive a busy tone (or follow the “hunt” destination) until the call on the DN has disconnected.

MCR (Multiple Call Ringing)

- Multiple Call ringing is defined when the DN= Directory Number appears as:
 - i.e. the same Directory Number key programmed on key 2, key 3, key 4 etc. can be a MCR key.
- Calls will only be given a busy tone once every call taker is answering a call. If one call taker is answering a call and others are available, a new call to that DN will cause the sets of the available call takers to ring. Any available call taker can then answer the new call.

DIRECTORIES

Callers List

The callers list can store 100 incoming calls you received.

To View Callers List

- Press the **Caller** softer key, OR:
 - Press the **Directory** button.
 - Using the Navigation Keys, scroll down until you see Callers List in the display screen.
 - Press the **Select** soft key.
- The new and total number of incoming calls you received will be displayed. Use the Navigation Keys to view the incoming call phone numbers by scrolling up or down.
- To exit, press the **Directory** button.

Actions You Can Perform While Viewing Callers list

- **To Dial**
 - Press the **Dial** soft key to dial the number you are currently viewing.
 - Before doing this, external numbers must be edited to follow the appropriate format.
- **To Edit**
 - Press the **Edit** soft key to edit the number you are currently viewing.
 - Use the Navigation Key to place the cursor at the beginning of the phone number.
 - Add the numbers required by pressing that number on the Keypad. (Example: 9 in front of external phone numbers.)
 - Press the **Done** soft key to complete the editing process.
 - You now can dial the number by pressing the **Dial** soft key.
 - To exit and return to the previous menu, press the **Cancel** soft key.
- **To Copy**
 - Press the **Copy** soft key to begin copying the phone number to your Personal Directory.
 - Press the **Next** soft key and then the **Done** soft key to save that number.
 - Remember to edit this number as required when you are in your Personal Directory menu.

**Ok to us an USB Keyboard
- **To Delete**
 - Press the **Del** soft key to delete the phone number you are currently viewing.
 - Press the Yes soft key to confirm deletion.

To Delete All Entries in the Callers List

- Press the **Caller** soft key, OR:
 - Press the **Directory** button.
 - Using the Navigation Keys, scroll down until you see Callers List in the display screen.
 - Press the **Select** soft key.
- The new and total number of incoming calls you received will be displayed.
- Press the **Del** soft key to delete all the entries in the callers list.
- Press the **Yes** soft key to confirm deletion.
- To exit, press the **Directory** button.

Redial List

- The redial list can store 20 outgoing calls you made.

To View Redial List

- Press the Redial soft key, OR:
 - Press the **Directory** button.
 - Using the Navigation Keys, scroll down until you see Redial List in the display screen.
 - Press the **Select** soft key.
- The total number of phone numbers in your Redial List in the displayed.
- Use the Navigation Keys to view the incoming call phone numbers by scrolling up or down.
- To exit, press the **Directory** button.

Actions You Can Perform While Viewing Redial List

- **To Dial**
 - Press the **Dial** soft key to dial the number you are currently viewing.
- **To Edit**
 - Press the **Edit** soft key to edit the number you are currently viewing.
 - Use the Navigation Keys to move the cursor to the desired location.
 - Use the **Delete** soft key to delete numbers.
 - Add numbers by pressing the desired number on the Key Pad.
 - Press the **Done** soft key to complete the editing process.
 - You now can dial the number by pressing the **Dial** soft key.
 - To exit and return to the previous menu, press the **Cancel** soft key.

- **To Copy**
 - Press the **Copy** soft key to start copying the phone number to your Personal Directory.
 - Press **Next** soft key then the **Done** soft key to save that number.

- **To Delete**
 - Press the **Del** soft key to delete the phone number you are currently viewing.
 - Press the **Yes** soft key to confirm deletion.

To Delete All Entries in the Redial List

- Press the **Redial** soft key, OR:
 - Press the **Directory** button.
 - Using the Navigation Keys, scroll down until you see Redial List in the display screen.
 - Press the **Select** soft key
- The total number of phone numbers in your **Redial** list will be displayed.
- Press the **Del** soft key to delete all the entries in the callers list.
- Press the **Yes** soft key to confirm deletion.
- To exit, press the **Directory** button.

Personal Directory

- You can store up to 100 telephone number entries.

To Enter Your Personal Directory Menu

- Press the **Directory** button.
- The Personal Directory should be displayed on your display screen. If not use the Navigation Keys to find Personal Directory.
- Press the **Select** soft key to enter your phone's Personal Directory menu.

Add an Entry

- While in the Personal Directory menu, press the **Add** soft key.
- Enter the name for the entry using the Key Pad.
 - You can toggle through the letters by pressing the number associated with that letter. For example, to enter the letter "O," you would press the number 6, three times.
 - If you have to enter a letter that is in the same group of letters associated with the number, wait a few seconds before pressing that number again. For example, to enter "BA," you would press the number 2, twice. Wait about three seconds. Then press the number 2, again.
 - To add a space, press the number 0.
- After entering the name press the **Next** soft key.
- Enter the number for the entry using the keypad. Don't forget to enter **9** before external numbers; **9, 1**, the area code, then the phone number for long distance numbers.
- Press the **Done** soft key to store the entry.

Edit an Entry

- While in the Personal Directory menu, use the Navigation Keys to search for the entry you want to edit.
- Press the **Edit** soft key to begin editing that entry.
- Make the necessary changes to that entry using the **Delete** soft key and the letters on the keypad.
- Press the **Done** soft key to save the entry you just edited.

Delete an Entry

- While in the Personal Directory menu, use the Navigation Keys to search for the entry you want to delete.
- Press the **Del** soft key.
- Press the **Confirm** soft key to delete that entry.

Delete All Entries

- While in the Personal Directory menu, press the **Del** soft key to delete all entries in your Personal Directory.

PHONE OPTIONS

Adjusting Volume for the

Ringer

- On your VoIP Phone, press the **Services** button.
- You will see Telephone Options on the display screen.
- Press the **Select** soft key to enter the Telephone Options menu.
- You will then see **Volume Adjustment** in the display screen.
- Press the **Select** soft key to view options which you can change the volume.
- The first option you will see is **Ringer**.
- Press the **Select** soft key and you will hear the current volume of your ringer. Use the **Up** or **Down** soft keys to either raise or lower the volume of your ringer.
- When satisfied with the volume, press the **Select** soft key.
- Press the **Cancel** soft key to go back to the Volume Adjustment menu.
- Press the **Services** button to exit out completely.

Handset

- On your VoIP Phone, press the **Services** button.
- You will see **Telephone Options** on the display screen.
- Press the **Select** soft key to enter the Telephone Options menu.
- You will then see **Volume Adjustment** in the display screen.
- Press the **Select** soft key to view options which you can change the volume.
- Use the **Up/Down** Navigation Keys to find **Handset listen**.
- Press the **Select** soft key and then pick up your handset. You will hear a dial tone.
- Use the **Up/Down** soft keys to either raise or lower the volume of your handset.
- When satisfied with the volume, press the **Select** soft key.
- Press the **Cancel** soft key to go back to the Volume Adjustment menu.
- Press the **Services** button to exit out completely.

Handsfree

- On your VoIP Phone, press the **Services** button.
- You will see **Telephone Options** on the display screen.
- Press the **Select** soft key to enter the Telephone Options menu.
- You will then see **Volume Adjustment** in the display screen.
- Press the **Select** soft key to view options which you can change the volume.
- Use the **Up/Down** Navigation Keys to find **Handsfree listen**.
- Press the **Select** soft key and then press the **Handsfree** button. You will hear a dial tone.
- Use the **Up/Down** soft keys to either raise or lower the volume of your handset.

- When satisfied with the volume press the **Select** soft key and then the **Goodbye** button.
- Press the **Cancel** soft key to go back to the Volume Adjustment menu.
- Press the **Services** button to exit out completely.

Adjust Screen Contrast

- On your VoIP Phone, press the **Services** button.
- You will see **Telephone Options** on the display screen.
- Press the **Select** soft key to enter the Telephone Options menu.
- Use the **Up/Down** Navigation Keys to find **Contrast adjustment**.
- Press the **Select** soft key to enter the Contrast Adjustment menu.
- Use the **Up/Down** soft keys to either raise or lower the contrast of your display screen.
- Press the **Select** soft key when you are satisfied with the contrast of your display screen.
- Press the **Cancel** soft key to go back to the Telephone Options menu or press the **Services** button to exit out completely.

Change Ring Type

- On your VoIP Phone, press the **Services** button.
- You will see **Telephone Options** on the display screen.
- Press the **Select** soft key to enter the Telephone Options menu.
- Use the **Up/Down** Navigation Keys to find **Ring Type**.
- Press the **Select** soft key to enter the Ring Type menu.
- From this menu, you have eight ringer type options to choose from. Navigate through them using the **Up/Down** Navigation Keys.
- To listen to each of the ring type, press the **Play** soft key. Press the **Stop** soft key to stop.
- Press the **Select** soft key, when satisfied with the ring type.
- Press the **Cancel** soft key to go back to the Telephone Options menu or press the **Services** button to exit out completely.

Voice Mail

Initial Setup

NOTE: The recording will state your new password, so use the handset when you are initially setup up your voice mail to prevent anyone from hearing it.

- From your phone, pick up the handset.
- Press the **Msg/Inbox** button or you can dial **8999**.
- Listen to the recording and when prompt for a password, type the temporary password, **86245**, followed by the (#) symbol on the phone key pad.
- The recording will ask you to choose a new password. Enter your new password on the phone key pad followed by the (#) symbol.
- The recording will then restate the new password you just entered, if correct press the (#) symbol, if not press the (*) symbol to change your password.

Accessing Your Voice Mail

Using Your Campus VoIP Phone

- Pick up the handset or press the **Handsfree** button.
- Press the **Msg/Inbox** button or you can dial **8999**.
- When prompted, enter your password.
- After listening to your messages, follow the options to save or delete.

Using Your Campus Analog Phone

- Pick up the handset
- Dial **8999**.
- When prompted, enter your password.
- After listening to your messages, follow the options to save or delete.

Using Another Campus VoIP Phone

- Pick up the handset or press the **Handsfree** button.
- Press the **Msg/Inbox** button or you can dial **8999**.
- During the greeting, press the (*) symbol on your phone key pad twice.
- When ask to enter your mailbox number, enter your seven digit number (**932 + your extension**). **Example: 932-5555**
- Enter your password and listen to your messages.
- After listening to your messages, follow the options to save or delete them.

From an Off Campus Telephone or Mobile Phone

- Dial 932-8999
- During the greeting, press the (*) symbol on your phone key pad twice (* *).
- When ask to enter your mailbox number, enter your seven digit number (**932 + your extension**). **Example: 932-5555**
- Enter your password and listen to your messages.
- After listening to your messages, follow the options to save or delete them.

How to leave a Voicemail without Ringing Phone

- Access voicemail system (press messages button or dial VM extension)
- At the prompt, dial the 7-digit mailbox number of the party you wish to leave a message .

Note: You can also transfer a caller in to someone's voicemail by using the above with the transfer feature.

Notes:

- The voice mail system assumes you are the owner of the extension you are calling from and will ask you for the password.
- The voice mail system has voice prompts that will walk you through the sytem.
- You will be **required** through an enrollment process the first time you log into the system. (Change Password, Record Name, Select Greeting – Standard System Greeting/ Personal Greeting).
- Temporary password is **86245**.
- Minimum password length is 4-digits, trivial passwords are not allowed.
- To bypass a greeting or interrupt a prompt, press #.
- Passwords do not expire.
- You can have up to six invalid login attempts then your mailbox will be disabled. You have three invalid login attempts per session.

*****See Voice Mail Commands page for comands available while maneuvering through the system.**

Commands to use with the Handset

<p>Anytime</p> <p>1 Review Messages</p> <table border="0"> <tr><td>1</td><td>1</td><td>Unread</td></tr> <tr><td>1</td><td>2</td><td>Read</td></tr> <tr><td>1</td><td>3</td><td>Saved</td></tr> <tr><td></td><td>4</td><td>Slow Playback</td></tr> <tr><td>4</td><td>4</td><td>Slowest Playback</td></tr> </table> <p>2 Send Messages</p> <p>4 User Preferences</p> <p>5 Restart</p> <p>* Exit</p>	1	1	Unread	1	2	Read	1	3	Saved		4	Slow Playback	4	4	Slowest Playback	<table border="0"> <tr><td>#</td><td>Skip/ Enter / bypass a greeting / interrupt a prompt</td></tr> <tr><td>0</td><td>Help</td></tr> <tr><td>*</td><td>Cancel or backup one menu</td></tr> </table> <p>During Message</p> <table border="0"> <tr><td>1</td><td>Rewind (a few sec)</td></tr> <tr><td>1 1</td><td>Rewind to start</td></tr> <tr><td>2</td><td>Pause / Resume</td></tr> <tr><td>3</td><td>Fast Forward (a few sec)</td></tr> <tr><td>3 3</td><td>Fast Forward to end</td></tr> <tr><td>4</td><td>Slow Playback</td></tr> <tr><td>8</td><td>Reply</td></tr> <tr><td>6</td><td>Fast Playback</td></tr> <tr><td>6 6</td><td>Fastest Playback</td></tr> <tr><td>7</td><td>Delete</td></tr> <tr><td>#</td><td>Skip to the next message.</td></tr> </table> <p>Step 1: Record Message when finished press #</p> <p>Step 2: Address Message</p> <p>* Enter a mailbox number</p> <p>* Spell a name or distribution list</p> <p>*Say a name or distribution list</p> <table border="0"> <tr><td>1</td><td>Features</td></tr> <tr><td>1 1</td><td>Notify Me (on / off)</td></tr> <tr><td>1 4</td><td>Reach Me (on / off)</td></tr> <tr><td>2</td><td>Administrative Options</td></tr> <tr><td>2 1</td><td>Password</td></tr> <tr><td>2 4</td><td>Date and time playback (on / off)</td></tr> <tr><td>3</td><td>Greetings</td></tr> <tr><td>3 1</td><td>Personal Greeting</td></tr> <tr><td>3 1 1</td><td>Standard system greeting</td></tr> <tr><td>3 1 2</td><td>Record personal greeting</td></tr> <tr><td>3 1 2 1</td><td>Away from phone</td></tr> <tr><td>3 1 2 2</td><td>Busy</td></tr> <tr><td>3 2</td><td>Extended absence</td></tr> <tr><td>3 3</td><td>Name</td></tr> </table>	#	Skip/ Enter / bypass a greeting / interrupt a prompt	0	Help	*	Cancel or backup one menu	1	Rewind (a few sec)	1 1	Rewind to start	2	Pause / Resume	3	Fast Forward (a few sec)	3 3	Fast Forward to end	4	Slow Playback	8	Reply	6	Fast Playback	6 6	Fastest Playback	7	Delete	#	Skip to the next message.	1	Features	1 1	Notify Me (on / off)	1 4	Reach Me (on / off)	2	Administrative Options	2 1	Password	2 4	Date and time playback (on / off)	3	Greetings	3 1	Personal Greeting	3 1 1	Standard system greeting	3 1 2	Record personal greeting	3 1 2 1	Away from phone	3 1 2 2	Busy	3 2	Extended absence	3 3	Name	<p>After Message</p> <table border="0"> <tr><td>4</td><td>Replay</td></tr> <tr><td>5</td><td>Message Details</td></tr> <tr><td>6</td><td>Forward (with intro)</td></tr> <tr><td>6 1</td><td>Forward (without intro)</td></tr> <tr><td>6 6</td><td>Forward (rmv prev intro)</td></tr> <tr><td>7</td><td>Delete</td></tr> </table> <table border="0"> <tr><td>8 8</td><td>Call Sender</td></tr> <tr><td>9</td><td>Save</td></tr> <tr><td>0</td><td>More Options</td></tr> <tr><td>#</td><td>Skip to the next message</td></tr> <tr><td>0</td><td>Hear delivery options</td></tr> <tr><td>0 1</td><td>Private</td></tr> <tr><td>0 2</td><td>Important</td></tr> <tr><td>0 4</td><td>Future Delivery</td></tr> <tr><td>6</td><td>Add more recipients</td></tr> <tr><td>*</td><td>Cancel</td></tr> <tr><td>#</td><td>Send</td></tr> </table> <p>(*must be configured by admin)</p> <p>(*must be configured by admin)</p> <p>(*default is set to on)</p> <p>(*will allow you to select default greeting)</p> <p>(*will allow you to record personal greeting)</p> <p>(*must be configured by admin)</p> <p>(*must be configured by admin)</p> <p>(*caller cannot skip greeting)</p>	4	Replay	5	Message Details	6	Forward (with intro)	6 1	Forward (without intro)	6 6	Forward (rmv prev intro)	7	Delete	8 8	Call Sender	9	Save	0	More Options	#	Skip to the next message	0	Hear delivery options	0 1	Private	0 2	Important	0 4	Future Delivery	6	Add more recipients	*	Cancel	#	Send
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6 6	Fastest Playback																																																																																																										
7	Delete																																																																																																										
#	Skip to the next message.																																																																																																										
1	Features																																																																																																										
1 1	Notify Me (on / off)																																																																																																										
1 4	Reach Me (on / off)																																																																																																										
2	Administrative Options																																																																																																										
2 1	Password																																																																																																										
2 4	Date and time playback (on / off)																																																																																																										
3	Greetings																																																																																																										
3 1	Personal Greeting																																																																																																										
3 1 1	Standard system greeting																																																																																																										
3 1 2	Record personal greeting																																																																																																										
3 1 2 1	Away from phone																																																																																																										
3 1 2 2	Busy																																																																																																										
3 2	Extended absence																																																																																																										
3 3	Name																																																																																																										
4	Replay																																																																																																										
5	Message Details																																																																																																										
6	Forward (with intro)																																																																																																										
6 1	Forward (without intro)																																																																																																										
6 6	Forward (rmv prev intro)																																																																																																										
7	Delete																																																																																																										
8 8	Call Sender																																																																																																										
9	Save																																																																																																										
0	More Options																																																																																																										
#	Skip to the next message																																																																																																										
0	Hear delivery options																																																																																																										
0 1	Private																																																																																																										
0 2	Important																																																																																																										
0 4	Future Delivery																																																																																																										
6	Add more recipients																																																																																																										
*	Cancel																																																																																																										
#	Send																																																																																																										

Notes: