

# Altigen Voice Mail System

## Quick Reference

### From any menu

Press 0 to repeat options

Press \* for the previous menu

**Note:** Options shown in parentheses are announced only when applicable

### LOG IN



### MAIN MENU

- 1 (Listen to new messages)
- 2 (Review saved messages)
- 3 Send a message
- 4 Change personal options
- 5 Access private messaging options
- 6 (Access phrase management)
- 7 (Access Microsoft Exchange)
- 8 (Review mixed-media messages)
- # Make a call
- 9 Transfer out of voice mail

**REMOTE ACCESS** Call your company phone number, and during the auto attendant greeting, press #.



### 1 & 2 REVIEW VOICE MESSAGES

- 1 Delete message
- 2 Replay message
- 3 Save message
- 4 Send a copy of message
- 5 (Call the message sender)
- 6 (Reply to the message sender)
- # Skip to the next message

### 3 SEND A MESSAGE

- Record message after the tone
- Press # to end message recording
- Choose one of following options:
  - Enter recipient's extension
  - Press # to enter recipient's name
  - Press 01 to send to personal distribution list
  - Press 02 to send to system distribution list
  - Press \* to cancel and re-record

### 4 PERSONAL OPTIONS

- 1 Change name or greeting
- 2 Change password
- 3 Change message notification options
- 4 Access reminder call options
- 5 Enable/disable call forwarding
- 6 Enable/disable feature tips
- 7 Change distribution lists
- 8 (Activate/deactivate IP extension)
- 9 ONA options

### 5 PRIVATE MESSAGING

- 1 Record a new message
- 2 (Review saved messages)

### 8 REVIEW MIXED-MEDIA MESSAGES

- 1 (Review new messages)
- 2 (Review saved messages)

### SEND A MESSAGE (con't.)

- # Send message now
  - 1 Specify message delivery options
  - 2 Re-enter destination extension
- ### MESSAGE DELIVERY OPTIONS
- 1 Mark urgent (or normal) delivery
  - 2 Mark future (or immediate) delivery

### 4 → 1 GREETING MENU

- 1 Record personal greeting
- 2 Record directory name
- 3 Select activity greeting
- 4 Record initial greeting
- 5 Record subsequent greeting

### 4 → 3 MESSAGE NOTIFICATION

- 1 Enable for urgent voice messages
- 2 Enable for all voice messages
- 3 Disable notification
- 5 Change notification number
- 6 Set notification schedule

### 4 → 4 REMINDER CALLS

- 1 (Review reminder calls)
- 2 Add a reminder call

### 4 → 7 DISTRIBUTION LISTS

- 1 Add a list
- 2 Delete a list
- 3 Modify a list
- 4 Review a list

### 4 → 1 → 1 RECORD GREETING

- 2 Personal standard greeting
- 3 Meeting greeting
- 4 Away-from-desk greeting
- 5 Business travel greeting
- 6 Personal time off (PTO) greeting
- 7 Custom greeting
- 8 Custom greeting
- 9 Custom greeting

### 4 → 3 → 5 NOTIFICATION NUMBER

- Enter the destination number, then press #
- Choose one of following options:
  - 1 for phone number
  - 2 for pager number
  - 3 (for extension number)

### 4 → 3 → 6 SET SCHEDULE

- 1 Activate notification at all times
- 2 Activate notification during off hours
- 3 Set up a notification schedule

### EDIT DISTRIBUTION LISTS

- A list entry = extension number, or 01 + personal list number or 02 + system list number
- # confirms actions, \* cancels
- Adding entries:
  - Enter the number, then press #
  - Press \* when done adding
- Deleting a list: # to confirm
- Editing lists:
  - Press 1 to add or 2 to delete an entry
  - Enter the entry number, then #
  - Press \* when done

# Altiserv Phone Feature Codes

## Quick Reference

### Quick Access to Greeting Menu, Password Menu

- #11.....Greeting Menu
- #28.....Password Menu

### Making Calls

- #34.....Dial By Name<sup>1</sup>
- #35.....Station Privilege Override
- #69.....Dial Last Caller
- #77.....Station Speed Dial
- #88.....System Speed Dial
- #99.....Last Number Redial
- #93 <ext>.....Intercom Call

### Answering Calls

- #29 <ext>/<wg ext>..... Individual Call Pickup (a specific station) or Ringing Extension Pickup (when entering workgroup)
- #30..... System Call Pickup (any station ringing)
- FLASH #31..... Personal Call Park
- #31 <ext>..... Personal Call Park Pickup
- FLASH #41..... System Call Park
- #41 <loc. #>..... System Call Park Pickup
- #51 <loc. #>..... Line Park Pickup
- #81..... Hands Free Intercom Mode
- #82..... Hands Free Manual Answer Mode

### Call Management

- #26..... Station Log Out
- #27..... Station Log In
- #32 <acct code>..... Enter Account Code (before dialing)
- FLASH #32 <acct code>..... Enter Account Code (mid-call)
- #33..... Do Not Disturb
- #36..... Call Forwarding
- #37..... Remote Call Forwarding

### Workgroup Features

- #29<wkgp ext >..... Workgroup Call Pickup
- #53..... Outbound Workgroup
- #54 <wkgp ext >..... Workgroup Login
- #54 + 0 + <wkgp ext 1 + wkgp ext 2 >..... Multiple Workgroup Login
- #56 <wkgp ext >..... Workgroup Logout
- #56 + 0..... Multiple Workgroup Logout
- #90..... Ready to receive workgroup calls
- #91..... Not ready to receive workgroup calls
- #59 + <agnt ext> + <wkgp pwd> + 1..... Workgroup Silent Monitor
- #59 + <agnt ext> + <wkgp pwd> + 2..... Workgroup Barge In
- #59 + <agnt ext> + <wkgp pwd> + 3..... Workgroup Coach

### Other Features

- #12..... Select language
- #14..... Personal options (Native integration with Exchange 2007)
- #22..... Feature Status Check
- #25..... Station Speed Dial Setup
- #38..... Outside Call Blocking (operator only)
- #39..... Operator Off-Line (operator only)
- #44..... Overhead Paging
- #45..... Overhead Paging by Trunk
- #46..... Group Paging (Altigen IP phone users only)
- #55..... List Feature Tips
- #73..... Silent System Call Park
- ## <pwd>..... Log in to voice mail at your own station
- ### <ext> <pwd>..... Log in to voice mail at another station
- FLASH <ext>..... Transfer
- FLASH #40..... Transfer to Altigen Voice Mail System
- FLASH # 15 <AA/IVR#>..... Transfer to Auto Attendant
- FLASH # # <ext>..... Transfer to a User's Voice Mail
- FLASH <ext>..... Consultation (FLASH to return to original call)
- FLASH <number> #..... Conference Call
- FLASH..... Call Waiting

1.Feature must be enabled by system administrator.

