ASPIRE TELEPHONE AND VOICEMAIL
QUICK REFERENCE GUIDE

MAKING CALLS
Internal: Lift handset OR press SPK key
          Dial desired extension
          Speak after the tone or press 1 to make phone ring

External: Lift handset OR press SPK key
          Dial 9 + outside number

ANSWERING CALLS  Lift handset OR press SPK

TRANSFER  Press HOLD key
          Dial desired extension OR press programmed BLF key
          Announce call and /or hang up
If busy/ no answer: Press flashing CALL key where call is holding

TRANSFER TO VM  Press HOLD
                Press MSG key
                Enter voicemail extension number OR press programmed BLF key
                Hang up

HOLD  Press HOLD key
Retrieve: Lift handset or press SPK
          Press flashing CALL key OR line key

PARK  To Park a Call: Press 1 of the fixed PARK keys (Park 1, Park 2, etc.)
To Retrieve: Lift handset or press SPK
             Press fixed PARK key where call is parked

PAGE  Lift handset
       Press PAGE key
       Make announcement and hang up

DIRECTORY With handset down, press DIR then EXT for company directory
           Press letters on keypad to spell name
           Use VOLUME keys to scroll
           When you see name you want, lift handset or press SPK

REDIAL  Lift handset or press SPK
        Press LND (last number dialed)
CONFERENCE
While connected to 1 party
   Press CONF
   Dial internal extension or press 9 for outside line (dial other party)
When other party answers press CONF twice to start conference
Repeat this to add additional parties (4 people maximum)

DO NOT DISTURB
To activate: Press DND + 3 (sends all calls directly to your voice mail if programmed)
To deactivate: Press DND + 0

SPEED DIAL (External Only)
To Program:
   Press SPK key
   Press 855 + desired one touch key “one of the ten keys on top”
   Enter 9+ number
   Press HOLD twice
   Press SPK to hang up
To use:
   Lift handset or press SPK
   Press desired speed dial key

ONE TOUCH CALLING (Internal Only)
To program:
   Press SPK key
   Press 8 5 1
   Press key to program “one of the lit keys”
   Press 01 + extension number
   Press HOLD
   Press SPK key to exit

VOLUME +/- Adjusts 3 different volume settings
   1) Adjusts the volume while you are on the phone
   2) Adjusts the ringing volume
   3) Adjusts the page volume
   !!! Adjustments must be made while the feature is active

RING TONE Press SPK key
   Dial 8 2 0
   Press 1 to set Intercom Ring
   Press 2 to set Outside Ring
   Dial code for ring pattern you want to set (1 – 8)
   Press SPK to hang up

 VOICEMAIL
Your mailbox number is the same as your extension

To access voicemail:
   From your phone: Press MSG key
                     Enter your security code
   From outside       Dial Back Door number () If applicable
                     When the voicemail answers press # + your mailbox number
From another desk: Lift handset or press SPK
   Dial 600
   Enter your mbox number

You must initialize your mailbox so callers will know that they have reached the correct mailbox. Initialization includes recording your name for the company directory, recording your personal greeting and changing your security code. By following the directions below you will successfully initialize your mailbox. ***You may also use the soft keys that appear in the display after you log into your mailbox.***

**To set security code:** Log into voicemail
   Press 677 (O, P + S)
   Enter new password (must be 4 digits)
   Press # then 2 to save

**Record your name:** Log into your mailbox
   Press 76 then 7 (R, N + R)
   At the tone, record your first and last name
   Press # (you will be prompted to listen, re-record, etc.)

**Record your greeting:** Log into your mailbox
   Press 4 then 7 (G + R)
   At the tone, record your greeting
   Press # (you will be prompted to listen, re-record, etc)

**Sample Greetings:**
1. Thank you for calling __________________. You have reached the voicemail of ________. I am either on the phone or away from my desk. At the tone, please leave a message and your call will be returned as soon as possible. If you require immediate assistance, please dial 0 now. Thank you.

2. Hello, you have reached the voicemail of __________ and for Monday the 8th I will be out of the office all day. At the tone, please leave a message and your call will be returned as soon as possible. To speak with the operator, dial 0 now. Thank you.

**MESSAGE OPTIONS**
You will be notified of new messages by the flashing Voice Main key on your telephone.

**To Listen to Messages:**
Log into your mailbox
5   Listen to new messages
17  Listen to saved messages
Options available while listening to a message:
3   Erase the message
72  Save the message
73  Reply to message sender (internal only)
63  Forward message to another user
2   Back up 5 seconds
22  Back up to beginning of message
4   Go forward 5 seconds
*   Pause listening/ continue listening
84  Time and Date stamp (We turn this on for you at installation)
5   Go to next message
99  Exit Voicemail

To leave voicemail for another extension:
Dial the extension number
If unanswered or busy, press your MSG key

To skip to the end of someone’s greeting:
When you hear their greeting, press *

To back up a step in Voice Mail
Press the # key