

ADVANCED PHONE SYSTEM FEATURES

◇ **Distinctive Ringing:**

- Internal Call = short double rings
- External Call = long single rings between long pauses

◇ **Putting a Call on Hold**

While connected to a call, do one of the following:

- Press the **FLASH** button to play music on hold—if the system is configured to play music on hold—and *do not hang up*. Hanging up will disconnect the call. To reconnect to the call, press the **FLASH** button again.
- Press the **HOLD** button. Hanging up here will not disconnect the call. To reconnect to the call, press the **HOLD** button again.

◇ **To transfer a call:**

1. Press the **FLASH** button.
2. At the dial tone, dial the third party's extension number, or if permitted, a trunk-line access prefix and an external phone number.
3. When the third party answers, announce the call or simply hang up.

When hanging up keep the hook-flash depressed for a couple of seconds to make sure the call is transferred. To abort the transfer and reconnect to the incoming call, press **FLASH** again before the transfer is complete.

◇ **Conference Calls**

You can place conference calls including up to 5 parties, and you can speak privately with each party before adding them to the conference call. Any internal user is able to add parties to the conference call.

To conference an outgoing call:

Press **FLASH**.

At the dial tone, dial the next party's phone number.

Wait for the third party to answer and announce the conference call.

Press **#** to put all three parties into the conference call.

During conferencing, any internal conference participant may press **FLASH**, dial the next party's number, and press **#** to bring the person into the conferencing session. The user who first initiates the conference call can select another conference member's call and drop it from the conference simply by disconnecting the call. If the conference initiator hangs up, this feature becomes unavailable to all other conference members.

◇ **Consultation:**

To place the caller on hold and speak with a person at another extension:

Press **FLASH** and dial the extension number of the person you wish to speak with.

When you are finished, press **FLASH** again to disconnect the consultation and return to the original caller.

◇ **Call Park:**

You can park calls and then pick them up at your current station or another one. After a time-out period parked calls ring the extension at which they are parked.

To park calls:

Do one of the following:

- To park the call at the current extension, press **FLASH # 31** and hang up.

- To park the call at another extension, press **FLASH # 31** followed by the extension number. For example, to park the call at ext. 487, press **FLASH # 31487**.

To pickup the parked call, press **# 31** followed by the extension number of the station where the call is parked.

Note: If the user does not answer the call when it rings after the two minute hold time, the call will be put on hold again. If this call is still on hold after two minutes, the system will ring the user again.

◇ **System Call Park and Silent System Call Park**

System Call Park allows the user to park a call at a public “location” by entering **FLASH #41**. The system announces where the call is parked—a location number. Calls parked by a user will ring that user’s extension after the time-out period expires.

◇ **Silent System Call Park #73**

Disable the system from announcing the “location” of a call when using the System Call Park feature.

◇ **Call Waiting**

If a call comes in while you’re on the phone, the system will beep up to three times over a 24 second period before the call is routed into voice mail.

To answer the call:

Press **FLASH** to put the first call on hold and simultaneously connect to the waiting call. Press **FLASH** again to return to the first call.

◇ **Multiple Call Waiting (call the manager to activate this feature)**

This feature enables a “personal” queue that allows you to handle multiple incoming calls by letting callers wait in queue until you answer the call.

You can transfer or park calls before answering the next call in queue.

Multiple Call Waiting must be enabled for your extension by the system administrator before it can be used.

Before being placed in queue, the caller hears an **Initial Greeting**. Once in the queue, the caller hears a **Subsequent Greeting** every 30 seconds. You can change or customize these greetings in the AltiGen Voice Mail system at the **Personal Options** menu as described in “Recording Greetings”

In queue, the callers can press pound (#) to exit the queue and leave a voice mail message or, if your organization has an operator, press **0** for the operator (pressing **0** will route the caller to a by you pre-determined extension or voice mail) . You may want to remind users of these options in the greetings.

To answer calls in a Multiple Call Waiting situation:

- During a call, you will hear an alert tone (audio beep) for each new call that is added to the queue.

- If **you** hang up, the phone will ring with the next caller in queue.

To park or transfer a call before answering the next call, press the **FLASH** key and do one of the following:

- To **transfer** the call, enter the extension or phone number and hang up.

- To **park** the call using **Personal Call Park**, press **# 31**, enter an extension number **only** if you want to park the call at an extension

- To **park** the call using **System Call Park**, press **# 41**, note the parked call “location” number, and then hang up.

Answer the next call in queue; it will ring after you disconnect the previous call.

◇ **System Callback (call the manager to activate this feature)**

You can have the AltiWare/ACM system call you at a remote location. This is useful for mobile users who don't want to accrue expensive toll charges while traveling, especially from international locations where there is no access to toll-free numbers.

In order to access this feature, **System Callback** must be configured in the Auto Attendant/IVR by the system administrator.

◇ **Individual Call Pickup #29<ext>**

Connects to the local set with extension <ext>

◇ **Greeting Menu # 11 <security code>**

Follow the system prompts to change your greeting.

◇ **Password Menu # 28 (Security Code)**

Follow the system prompts to change your password.

◇ **Station Privilege Override #35 <your ext> <security code>**

To have your own calling privileges at that phone set *for the next call* only. After the call, the phone set returns to its original call restrictions.

◇ **Dial Last Caller #69**

Dials the last incoming call number.

◇ **Station Speed Dial #77 <nn>**

Dials the 2-digit speed dial number <nn>.

◇ **Station Speed Dial Setup #25 <nn> <phone num> #**

Program a station speed dial phone number assigned to a 2-digit dialing number between 00 and 19. The phone number can be up to 20 digits, and must include all necessary digits such as outside line access digit, 1 for out of area numbers and the area code. When you have finished, press #. Hang up when done, or you can continue to set up other speed dial numbers by pressing # again.

◇ **System Speed Dial #88 <nn>**

Dials the 2-digit system-wide speed dial number <nn>.

◇ **Intercom Call #93 <ext>**

Connects you directly to the callee's intercom after exactly one ring. After one ring, your voice will be audible on the callee's phone intercom.

◇ **Last Number Redial #99**

Saves and redials the last number dialed.

◇ **Station LogOut #26 <password>**

Deactivates or shuts off your extension, forwarding all calls to voice mail. This feature can be used to move your extension from your phone set to another phone set in the office.

◇ **Call Forwarding #36 <password> <destination> #**

Forwards all calls to the destination, which can be an internal extension or external phone number including access code, long distance prefix and area code. To deactivate forwarding, press #36 again, or deactivate from within the Altigen Voice Mail System.

◇ **Remote Call Forwarding #37 <your ext> <password>**

When you're on a telephone station other than your own, forwards your calls to the current station. Multiple users can forward to the same extension. Deactivate it by pressing #37 again on the same phone set.

◇ **Feature Status Check #22**

Retrieves an announcement about currently activated telephone features. In addition, the *dial tone* changes when the following features are activated: Do Not Disturb, Call Forwarding, Remote Call Forwarding, Hands-Free Mode, Dial Tone Mute Mode, Outside Call Blocking.

◇ **Voice Mail System:**

- The Voice Mail System voice prompts provide instructions and options for all functions. From any menu, press **0** to repeat your options or ***** to return to the previous menu.
- **Logging In To login for the first time:**
 1. From your station, press **##** or pre-programmed 'Voicemail' key
 2. Enter the **default password** your system administrator has given you.

Note: The default password is for initial login only; be sure to change it as soon as possible.

To change your password, after pressing **4** at the Main Menu to hear the Personal Options ...

 1. Press **2** for the Password options
 2. Press **1** to change the password
 3. Enter a new password.
- **To perform a normal login at your station:**
Press **##**, followed by your **password**.
- **To login from another station or as a virtual extension:**
Press **###**, followed by your **extension number**, followed by your

- password.**
- **Transfer to AltiGen Voice Mail System Feature**
Anyone in the office is able to send an outside user into AltiGen VoiceMail System by pressing **FLASH #40** while connected to the user.
 - **AltiGen Voice Mail System Main Menu Options**
Once you've successfully logged into the AltiGen VoiceMail System, you are presented with the following options at the **Main Menu**:
 - 1. Listen to New Messages**
 - 2. Review Saved Messages**
 - 3. Send a Message**
 - 4. Access Personal Options**
 - 5. Access Private Messaging Options**
 - 6. Phrase Management (system manager extension only)**
 - 8. Review Mixed-Media Messages**
 - 9. Transfer Out of Voice Mail (for remote access AltiGen Voice Mail System only)**

#. Make a Call (call the manager to activate this feature)
 - **Listening to Messages**
If there are new messages in your voice mail box, the dial tone changes from a constant tone to a broken tone. At the Main Menu, the AltiGen Voice Mail System announces the presence of new and saved messages.
To check voice mail messages, press...
 - **1 for new messages**
 - **2 for saved messages**

To listen to Mixed-Media messages (see page 40), press **8** and then...
The Main Menu options 1, 2, and 8 are not available and are not announced if there are no new or saved messages.
 - **Disposing of the Messages**
After or while listening to a new or saved message, you have the following options. Press...
 - **1 to delete**
 - **2 to replay**
 - **3 to save**
 - **4 to forward a copy of the message with an introduction**
 - **5 to call the sender** This is the **Zoomerang** feature described further in this manual (**call the manager to activate this feature**).

Press ******* to disconnect from the call and *return* to the AltiGen VoiceMail System. The sender's caller ID information is automatically captured by the AltiWare/ACM system if the caller is an internal user or an outside caller who has either a publicly listed number or has entered their callback number in the delivery options menu after leaving the message.

 - **6 to reply to the message**
 - **7 to rewind (during message playback)**
 - **9 to fast forward (during message playback)**
 - **# to skip**
 - **(To listen to a skipped message, press 1 again at the Main Menu.)**

Note: See your System Administrator to activate or deactivate the announcement of time and date for each message before playing the message content. The time stamp can be skipped by pressing **9** during playback.

- **Sending Messages**

To send a message:

1. At the Main Menu, press **3**.

2. Record your message and press **#** when finished.

If you need to re-record the message, press ***** when prompted.

3. Select a destination by entering one of the following:

- destination extension number
- **#** to enter destination extension by name. Enter last name followed by the first name and press **#** when finished. (Use **1** for “Q” and “Z”.)

4. After selecting the destination, press one of the following:

- **#** to send immediately
- **1** for delivery options, then **1** for urgent delivery, or **2** for future delivery. Urgent messages are placed at the beginning in the queue of new messages to be heard, before other non-urgent messages.
- **2** to re-enter a destination as in step 3.

- **Making a Call from within the AltiGen Voice Mail System (call the manager to activate this feature)**

You can make a call, either to another user’s extension number or to an external phone number, using the AltiGen VoiceMail System. This can be useful, for example, when you’re calling in from a remote location and want to respond to messages and make *other* calls, all on the same call into the AltiGen Voice Mail System.

To place a call, press **#** at the Main Menu, then dial **the number or extension**.

For external numbers, dial the outside line access code (e.g., 9 or 8) and any long distance prefix such as 1 and area code. Press ******* to disconnect from the call and *return* to the AltiGen Voice Mail System.

Personal Options

Personalize your AltiGen Voice Mail System by creating unique greetings and customizing the system to notify you of important calls or remind you about meetings and action items.

At the Main Menu, press **4** for the following Personal Options:

- **Personal Greetings**
- **Password**
- **Message Notification**
- **Reminder Call**
- **Call Forwarding**
- **Feature Tips**
- **Distribution Lists**
- **Log on/off IP Extension**
- **One Number Access/ONA Options (call the manager to activate this feature)**

- **Recording Greetings**

At the **Personal Options** menu, press **1** for the Personal Greetings options, then press...

- **1** to access your **Personal Greeting** options.

Note: Greetings here correspond to Activity Code Configuration defined in AltWare/ACM Administrator.

—Press **2** to record your **Personal Standard** greeting.

Record your greeting and press # when finished. Example: “Hi, this is Mary Smith. I am unable to answer your call at this time.

Please leave a detailed message and I will return your call promptly.”*

—Press **3** to record your **Meeting** greeting.

—Press **4** to record your **Away from desk** greeting.

—Press **5** to record your **Out of office for business** greeting.

—Press **6** to record your **Out of office for personal** greeting.

—Press **7, 8, or 9** to record your *customized* greeting.

- **2** to record your **Directory Name**.

Record your full name and press # when finished.

- **3** to **select which greeting to use** (greeting **1** through **9**).

Note: An agent extension can also select a greeting through AltView or AltAgent.

The following options, **4** and **5**, are available **only** when **Multiple Call Waiting** is enabled for your extension. See “Multiple Call Waiting” on page 9. These features both require activation as discussed in the preceding paragraph.

- **4** to record an **Initial Greeting**.

Callers will hear the **Initial Greeting** when placed in your personal queue.

Example: “Hi, this is Mary Smith. I’m on the other line at the moment. If you would like to hold, please stay on the line. To leave a message, press pound (#) at any time. Press **0** for the operator.”*

The system default **Initial Greeting** is: “<your directory name> is on the phone and will be with you as soon as possible. You may hold or press the # key to leave a message.”

- **5** to record a **Subsequent Greeting**.

Callers in your personal queue will hear the **Subsequent Greeting** every 30 seconds. Example: “Hi, I’m still on the other line. Please continue to hold or press pound (#) to leave a message. Press **0** for the operator.”*

The system default **Subsequent Greeting** is: “<your directory name> is still on the phone. You may continue holding or press # to leave a message.”

*Even if you have recorded your personal greeting, the default system greeting is used until you select and thus *activate* your personal greeting.

This also applies to the **Initial** and **Subsequent** greetings described below.

- **Changing your Password**

To protect your voice mail system, memorize your password without writing it down. Change your password frequently, and change it any time you suspect it has been compromised.

To change your password, after pressing **4** at the Main Menu to hear the Personal Options...

1. Press **2** for the Password options
2. Press **1** to change the password
3. Enter a new password.

- **Using Message Notification**

When you're away from your desk, you can use the Message Notification function to alert you about incoming messages. When a caller leaves a message in your voice mailbox, the system calls the extension, phone number or pager that you designate—the delivery phone number. The AltiGen Voice Mail System then prompts you for your password and places you at the Main Menu.

About the Delivery Number

When setting this delivery phone number, the AltiGen Voice Mail System asks you to enter the number (up to a maximum of 64 digits), using the long distance prefix **1** for out of area phone numbers. You must also identify the *type* of number: extension, phone number, or pager. You don't need to enter the trunk, route access trunk, or route access code as part of the number. The destination number *cannot* be a *virtual extension* or *workgroup* pilot extension.

If the system is unable to reach you for Message Notification or Reminder Calls, it will play "Attempts to reach you earlier were unsuccessful" the next time you login to the AltiGen Voice Mail System. Also, the system cannot reach you at an outside location if there are no trunk lines available when the system attempts to make the call.

To Set Message Notification:

After pressing **4** at the Main Menu to hear the Personal Options menu, press **3** to hear the Message Notification options, then press...

- **1 to enable notification for urgent messages only**
- **2 to enable notification for all messages**
- **3 to disable message notification**
- **4 to enable notification for all voice mails and emails**
- **5 to set or change notification phone number, pager number, or extension**
- **6 to set a notification schedule, and then select one of the following options:**
 - 1** to activate notification at all times
 - 2** to activate notification during off hours
 - 3** to setup your own notification schedule

The AltiGen Voice Mail System will prompt you for the activate and deactivate times. If the hour digit is "1" in the case of one o'clock for example, press # after the entry. Always enter two digits for minutes. The AltiGen Voice Mail System will only accept 10 minute intervals such as 10:10 or 10:20 and not 10:15.

- **Using Reminder Calls (call the manager to activate this feature)**

You can nudge your memory about important meetings, calls, or other events by setting up a Reminder Call. The AltiGen Voice Mail System will ring you and play back your pre-recorded message at a specified time and date, to a specified delivery phone number. For example, you can have the AltiGen Voice Mail

System call you at home tonight to remind you to bring a file to work the next morning!

Note: The delivery number used by Reminder Call is the same as the one used by the Message Notification function. If you want to use a different number than the one set in Message Notification, open the **Message Notification options** by pressing **3** on the Personal Options menu, then press **4** to set or change the delivery number.

Also, please see “About the Delivery Number” on page 31.

To Set Up a Reminder Call:

After pressing **4** at the Main Menu to hear the Personal Options menu, press **4** again to hear the Reminder Call options, then...

1. Press **2**.

2. At the prompts, set the time and date for the call

If the hour digit is “1”, press # after the entry. Always enter two digits for minutes. The AltiGen Voice Mail System will only accept 10 minute intervals such as 10:10 or 10:20 and not 10:15.

3. Press **1**, then record the reminder message.

4. Select one of the following:

- **1** to deliver the reminder to your extension
- **2** to deliver the reminder to the outcall number or delivery phone number designated in Message Notification. If you want to change this number, you need to separately.

5. Press # to confirm the message delivery.

Reviewing Scheduled Reminder Calls

If a scheduled reminder call has not been delivered, there is an additional option on the Reminder Call menu; you can press **1** to review scheduled reminder calls.

▪ **Call Forwarding**

You can configure Call Forwarding from your phone or from a remote location by dialing into the AltiGen Voice Mail System and following the steps listed here

To Set Up Call Forwarding:

After pressing **4** at the Main Menu to hear the Personal Options menu, press **5** to set up call forwarding, then...

1. Enter the destination number.

If it is an external number, begin with the outside trunk or route access digit and any long distance prefix digits such as **1** and area code.

2. Immediately after entering the destination number, press #.

This forwards all calls to the destination number until you login and select the call forwarding option again and disable it.

▪ **One Number Access Options** (call the manager to activate this feature)

An extension user has the option of enabling or disabling One Number Access through the AltiGen Voice Mail System. The user will hear a specific system message depending on how the extension is configured.

Press **4** at the Main Menu to hear the Personal Options menu, the press **9** to access ONA options, then press:

- **0** to disable ONA
- **1** to enable ONA for any time of day

- **2** to enable ONA for business hours only
- **3** to enable ONA for non-business hours only
- **4** to enable ONA based on your pre-configured schedule

▪ **Zoomerang (call the manager to activate this feature)**

The Zoomerang feature enables the user to listen to messages in the AltiGen Voice Mail System, make calls to the parties who left the messages, and then *return* to the AltiGen Voice Mail System (like a boomerang). For example, this feature can allow a traveler to return calls for all messages with one call into the AltiGen Voice Mail System from a cellular phone.

How it Works, with and without Caller ID

When you make a Zoomerang callback, the system automatically makes the call to the number captured by Caller ID. The Caller ID information is captured for all internal users and for external callers who have a publicly listed, unblocked number or who have entered their callback number in the delivery options menu after leaving the message (see “The Caller’s Options” on page 38).

If the caller ID was not captured, the user can enter the number manually. If it is an external number, be sure to dial the outside line access digit and any long distance prefix digits such as 1 and area code. Also, please see “About Outcalls to Cellular or PCS Phone Numbers” on page 27.

Zoomerang is configured for each user; check your access with your system administrator.

To use Zoomerang:

1. After or while listening to a new or saved message, press **5** to call the sender of the message. The system places the call if the Caller ID number is available.
2. If the Caller ID is not available, you can manually enter the number.
3. Press ******* to disconnect from the call and *return* to the AltiGen Voice Mail System.

The Caller’s Options

After leaving a message, the caller can simply hang up or press **#** for the following options.

- *** to re-record the message**
- **1 to specify delivery options**
- **2 to attach a call back number**

(If the callback number is outside of your outcall accessibility, the system cannot return the call. Please check with your System Administrator for your toll restrictions.)

- **# to send the message**

After pressing **2**, the caller is asked to leave a call back number beginning with the area code. To notify your callers of this option, you may want to mention the option to leave a call back number in your personal greeting.

If the caller’s number is a publicly listed number, there is no need to enter their callback number since the AltiWare/ACM system automatically captures their caller ID information.

- **Private Messaging**

You have the ability to leave a private, detailed message in the AltiGen Voice Mail System for a caller in case you are not at your desk or in the office to take the call. This feature is perfect for those who are difficult to reach and want to leave information for callers to pick up. When you leave a private message, the system asks callers to enter the letters of their names (last name followed by first name) to check if they have a private message. You can have up to five private messages at one time, so you should delete messages that have been heard.

To Leave A Private Message:

At the Main Menu, press **5** to access the Private Messaging menu and then proceed as follows:

1. Press **2** to record a new message.
2. At the tone, record message and press #.
3. Using the number pad, enter recipient's last name followed by the first name. Use **1** for "Q" and "Z".
4. When you have finished, press #.

To Check Message Status or Delete Messages:

To check the status of private messages that have been recorded, at the Main Menu, press **5** to access the Private Messaging menu, then press **1**.

The AltiWare/ACM system reports the following:

- The time and date the message was recorded.
- The recipient.
- Whether the message has been heard.
- A replay of the message.
- A prompt for you to press **1** to keep the message or **2** to delete it.

- **Configurable Voice Mail Playing Order (Call the manager to activate this feature)**

Administrators can configure users' voice mailboxes to play the oldest or the newest message first.

- **AltiGen Voice Mail Access from Voice Mail Greeting** - users can log into the AltiGen Voice Mail System by pressing * during the voice mail greeting of any extension.

- **Disable a Mailbox (Call the manager to activate this feature)**

voice mailboxes can be disabled so that callers cannot leave messages. This can be useful for maximizing system capacity or controlling access to phone services.

- **Information Only Mailbox (Call the manager to activate this feature)**

a mailbox can be configured to announce customized pre-recorded information when accessed. This mailbox does not allow callers to leave a message, but only to listen to the message announcement (personal greeting) from the mailbox. To repeat the message, callers are instructed to press the # key.

- **Message Notification of E-mail Messages (Call the manager the activate this feature)**

designed to alert you of new voice and/or email messages in your mail box. (At this time, notification of email messages can only be configured by the system administrator.) The AltiGen Voice Mail System will notify you by calling an

extension, phone or pager number. A notification schedule can be set for business hours, after business hours, at any time or at a specified time. For voice messages, you have an option of being notified of all messages or only urgent messages. You may enter up to 63 digits for the destination (notification) phone number. Operator assisted paging is also supported.

- ◇ **Automated Attendant Features (Call the manager the activate this feature)**
 - **Dial By Name** - allows a caller who does not know your extension number to spell your name using the telephone key pad. The system will search the Directory and make a match on the name to connect the caller to the intended party's extension. The caller can match first OR last name when dialing by name.
 - **Data-Directed Routing** - allows the routing of calls directed by the caller's input (digit or text). Third party applications can be used to route incoming calls based on caller information.
 - **Digit Collection** - caller can be prompted to enter numbers, which are then collected and used for routing the call.
 - **Direct Station Transfer** - allows the Auto Attendant to handle all incoming calls instead of being answered by an operator. Callers can dial an extension number to reach a specific station or use the name directory to find an extension number.
 - **Failover Routing** - allows the Auto Attendant to provide a new menu path as a failover action if the Collect Digits action fails.
 - **Name Directory Service** - allows callers to hear a list of employees and their extension numbers.
 - **Nine-level Programmable Menus** - allows multiple levels of recorded menu options for specific routing of calls.
 - **Programmable Time-Out Handling** - allows the administrator to select the action the system should take if there is no digit detected by the caller within specified seconds.
 - **Schedule-Based Call Processing** - routes calls differently for different times of the day.
 - **Web-based Call Processing** - allows the Auto Attendant to accept calls placed over the World Wide Web.