

# VOICE MAIL (VSF) QUICK USER GUIDE

## Mailbox

Each station on the W-SOHO has a mailbox, with the exception of the Fax/SLT. The default password for each mailbox is '\*'. I.E. Station 100 accesses its voicemail by dialling 100\*.

The mailboxes may be accessed from outside so for your privacy it is recommended that you change your password from the default password.

### To change your password:







#### From the Base Station

1. Press [Menu] button.
2. Dial 5 3.
3. If a password has been set enter the station number and current password.
4. Press the [Save] button.
5. Enter the station number and new password
6. Press the [Navigation down] button.
7. Re-enter the station number and new password.
8. Press the [Save] button.

#### From the Wireless Keypad

1. Press [Speaker] button.
2. Dial 5 5 9.
3. If a password has been set enter the current password.
4. Press the [Hold] button.
5. Enter the station number and new password
6. Press the [Hold] button.

#### From the GDC-400H/450H

1. Press the   ([Talk] key).
2. Dial 5 5 9.
3. If a password has been set enter the current password.
4. Press the   ([Navigation right]) for longer than 1 second.
5. Enter the station number and new password.
6. Press the   ([Navigation right]) for longer than 1 second.

### To remove password for voice mail forcedly:

#### From base station

1. Press [Menu] button in Base Station.
2. Dial 4 2.
3. Select the station number with [Navigation right/left] button.
4. Press the [OK] button.





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To retrieve Voice Mail locally:

## From the Base Station or Wireless Keypad

1. Lift the handset or press the [Speak] button.
2. Press the [MSG] button or Dial 620.
3. Dial the Mail Box password to receive the "Number of Messages" prompt.
4. Dial desired option, 1 to listen to message etc...(see table 1).
5. At completion of session hang-up to end.

## From the GDC-400H/450H

1. Press the   ([Talk] key).
2. Dial Voice mail code 620.
3. Dial the Mail Box password to receive the "Number of Messages" prompt.
4. Dial desired option, 1 to listen to new message/s etc...(see table 1).
5. At completion of session, Press   ([End] key) to end.

Function	Digit
Play New Message/s	1
Play Archived Message/s	2
Set Greeting/Password	8
Hear prompt again	9
Transfer to operator	0
Disconnect	#

Table 1 - Voicemail main menu options

Function	Digit
To Replay Message	1
To Next Message	2
To Delete Message	3
To Forward Message	4
To Call Sender	5
To Skip Message	6
To add a preamble to this message	7
To return to the Main Menu	9

Table 2 - Voicemail message options

For further information regarding voicemail and other features of your W-SOHO please refer to the information contained in the CD provided with your base station.

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## AUTO ATTENDANT QUICK USER GUIDE

The Auto Attendant feature allows you to have the W-SOHO answer outside callers and direct them to a specific handset based on prompts in a message you record. This system feature is easily configurable and can be activated on any line(s).

It is important to record a suitable message so callers are aware of their options so they can make an appropriate choice. At any time callers can dial the required extension and do not need to listen to the entire message.

All extensions are available in Auto Attendant mode so you can inform important callers that they can dial your extension number directly even if it is not mentioned in the message.

### To record an Auto Attendant Announcement:

#### LWS-BS station

1. Press the [Menu] button.
2. Dial 2 3 2.
3. Dial '#'.
4. After the record prompt and beep-tone, record message.
5. Press the [Save] soft button to stop recording and save the message.

Message example: 'Thank you for calling, if you would like make a sales enquiry dial 101. If you would like to make a service enquiry dial 105. For all other enquiries dial 100 or stay on the line'.

### To activate Auto Attendant:

#### LWS-BS station

1. Press the [Menu] button.
2. Dial 2 3 1.
3. Use the [Navigation up/down] buttons to select the line/s (1, 2 or 3).
4. Use the [Navigation left right] buttons to select on or off.
5. Press the [Save] button.

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