

# User's Guide

*VoiceDirector* version **4.0**

## VOICEDIRECTOR EXTENSIONS/INFORMATION

**Phone Number:**

**Extension:**

**VoiceMail User Name:**

**Global VoiceMail Extension:**

**VoiceMail Password:**

**VoiceDirector Web Address:**

**VoiceDirector Web User Name:**

**VoiceDirector Web Password:**

**Softphone Server Name:**

**Softphone Username:**

**Softphone Password:**

**Call Parking Activation Code:**

**Police:**

**Fire:**

**Medical:**

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## 1. Welcome

### Overview

Welcome to the VoiceDirector network! The VoiceDirector network consists of your phone and all of the other phones connected to the VoiceDirector server. Instead of using traditional telephone wires, VoiceDirector uses an Internet connection to route calls to and from phones within your company, as well as outside your company.

### Features

VoiceDirector offers many of the same calling features as a traditional PBX (private branch exchange), and more:

- ★ Voicemail
  - Separate unavailable and busy messages
  - Separate mail folders for messages from work, family, and friends
  - Web interface for checking messages
  - Forwarding voicemail messages
- ★ 3-way calling (the phone must support this feature)
- ★ Call transferring (unattended)
- ★ Caller ID (including Call Waiting/Caller ID)
- ★ Call Waiting
- ★ Call parking

VoiceDirector also offers call routing features, such as call hunting and call forking.

- ★ **Call Hunting**—Allows you to route calls to people in a hunt group in successive order. A hunt group consists of a series of phone extensions. When a call comes in, it is routed to the extension of the first member listed in the hunt group. If that line is busy or if there is no answer after a defined amount of time, the call is routed to the next member of the hunt group, and so on. If the last member of the hunt group does not answer the call, it is forwarded to the voicemail box assigned to the hunt group.
- ★ **Call Forking**—Allows you to simultaneously route calls to multiple people in a fork group. A fork group consists of two or more phone extensions. When a call comes in, it is routed to all members the fork group at the same time. When one member answers the call, the other members' phones stop ringing. If none of the members answers the call, it is forwarded to the voicemail box assigned to the fork group.

Contact your VoiceDirector Administrator for more information on the Call Hunting and Call Forking features.

## 2. Placing Calls

Placing a VoiceDirector call is as simple as placing a call on a regular telephone.



**NOTE: On VoIP phones, the call will be placed four (4) seconds after you dial the last digit. To place the call immediately, press the pound key (#) after dialing the extension.**

### Placing Calls to Numbers within the VoiceDirector Network

**To place a call to another extension within the VoiceDirector network:**

1. Using a phone within the VoiceDirector network, place a call to:  
**the extension number.**
2. When you have finished your call, simply hang up the phone.

### Placing Calls to Numbers Outside the VoiceDirector Network

You can call numbers on the standard telephone network, which consists of all phone numbers outside the VoiceDirector network, by dialing 9, followed by the phone number (as you would dial it on a regular phone):

- \* **9 + 1 + the area code + phone number**
- \* **9 + 011 + country code + area code + local phone number**

When you have finished your call, simply hang up the phone.

## 3. Using the VoiceDirector Calling Features

In this chapter, you will learn how to use each VoiceDirector calling feature.

### Voicemail

When you are unavailable to answer incoming calls, the voicemail feature allows callers to record messages, which you can then retrieve anytime from any phone.

Each message can be up to five (5) minutes in length, and you have a total of 30 minutes available for all voicemails in your mailbox. If your mailbox is full, a caller who is transferred to your voicemail will hear a message stating that your mailbox is full and will be unable to leave a message.

#### ***ACCESSING THE VOICEMAIL SYSTEM***

You can access the voicemail system from a phone within the VoiceDirector network. Each scenario is described in the sections below.

##### **To access the voicemail system from the phone at your extension:**

1. Using a phone within the VoiceDirector network, place a call to the designated voicemail extension.  
*You will be connected to the voicemail system, which prompts you to enter your voicemailbox.*



**NOTE: If you are not sure what the voicemail extension is, contact your VoiceDirector Administrator.**

2. Using the phone's keypad, enter your voicemailbox number (usually your extension).  
*The voicemail system prompts you to enter your password.*
3. Using the phone's keypad, enter your password.

Once you have successfully accessed the voicemail system, you can record a personal greeting, listen to your messages, and more.

#### ***SETTING UP YOUR VOICEMAIL***

The steps for setting up your voicemail are:

- ★ Set your voicemail password.
- ★ Record your personal greeting.
- ★ Record your name.

#### **SETTING/CHANGING YOUR VOICEMAIL PASSWORD**

You can change the password you use to access the voicemail system quickly and easily.

##### **To set or change your voicemail password:**

1. Access your voicemail as directed in the **Accessing the Voicemail System** section above.
2. Press **0** on the phone's keypad to administer your mailbox.



**TIP:** You can press a voicemail command key anytime during the menu options announcement, the message's envelope information announcement, or the message playback.

3. Press **4** to change your password.
4. Enter the new password you would like to assign to this phone number, followed by the pound (#) key.
5. Re-enter the new password, followed by the pound (#) key.  
*The system confirms the password change.*



**NOTE:** If you forget your password, contact your VoiceDirector Administrator.

## RECORDING YOUR PERSONAL GREETING

In the event you are unable to answer a phone call or you simply do not want to answer a call, the caller will be forwarded to the voicemail system. You can record a greeting that callers will hear before they record their message to you.



**NOTE:** Until you record your personal greeting, callers will hear a default greeting when they are forwarded to your voicemail.

### To record your personal greeting:

1. Access your voicemail as directed in the **Accessing the Voicemail System** section on page 3 in this Guide.
2. Press **0** to access your mailbox options.
3. Press **1** to record your unavailable message that will play for callers when you are unavailable or do not answer the phone.
4. After you hear the beep, record the outgoing message.
5. To finish recording, press the pound key (#).
6. To listen to the recording, press **2**. To re-record the message, press **3**.
7. When you are satisfied with your greeting, press **1** to accept the recording.

*You will hear the announcement, "Your message has been saved."*



**IMPORTANT:** You must press the pound key (#) to accept the greeting in order for it to be saved. If you record a greeting and hang up the phone before accepting it, it will be deleted, and the previous greeting will be used.

## RECORDING YOUR NAME

### To record your name:

1. Access your voicemail as directed in the **Accessing the Voicemail System** section on page 3 in this Guide.
2. Press **0** to access your mailbox options.
3. Press **3** to record your name.
4. After the tone, announce your name.

5. When you are finished recording, press the pound key (#).
6. To listen to the recording, press **2**.
7. When you are satisfied with your name, press **1** to accept the recording.  
*You will hear the announcement, "Your message has been saved."*



**IMPORTANT:** You must accept the recording of your name in order for it to be saved. If you record your name and hang up the phone before accepting it, it will be deleted, and the previous name recording will be used.

### ***LISTENING TO YOUR VOICEMAIL MESSAGES***

There are two (2) ways to access your VoiceDirector voicemail messages:

1. From a phone within the VoiceDirector network.
2. From the VoiceDirector site (accessed via Web browser).



**NOTE:** Saved messages will be kept until you delete them.

### **LISTENING TO MESSAGES FROM A PHONE**

#### ***LISTENING TO NEW MESSAGES***

**To listen to your new voicemail message(s):**

1. Access your voicemail as directed in the **Accessing the Voicemail System** section on page 3 in this Guide.
2. Press **1** to access your new messages.  
*The system announces the time the message was left and the phone number from which the message was received. The message plays.*



**NOTE:** If you have no new messages and at least one old message, pressing **1** will access your old messages.

3. Press **9** to save the message, **7** to delete it, or follow the prompts, and press the key that corresponds with the action you would like to take. Refer to the **Voicemail Command Keys** table on the following page for available actions.
4. When you are done listening to your messages, hang up the phone.



**NOTE:** The available menu options may vary, depending on the number and types of messages in voicemail.

VOICEMAIL COMMAND KEYS	
Key	Action
1	Listen to new/old messages (if applicable).
2	Change folders to access messages you have already categorized upon saving (if applicable).
3	Advanced options (including sending a reply and listening to envelope information).
4	Listen to the previous message (if applicable).
5	Repeat the current message.
6	Listen to the next message (if applicable).
7	Delete/un-delete a message.
8	Forward current message to another extension.
9	Save current message.
*	Help.
#	Exit voicemail.

## USING VOICEMAIL SHORTCUTS

VOICEMAIL SHORTCUTS	
Functions	Actions
<b>Listen to a message's ENVELOPE INFORMATION (the date and time it was received and the phone number from which it was received)</b>	<ul style="list-style-type: none"> <li>Find the message, press <b>3</b> for advanced options, and then press <b>3</b> again to hear the envelope information.</li> </ul>
<b>SKIP to the next message</b>	<ul style="list-style-type: none"> <li>Press <b>6</b> anytime during the envelope information announcement or during the message playback.</li> <li>If you skipped over the last message, the systems announces, "No more messages."</li> </ul>
<b>UN-DELETE a message</b>	<ul style="list-style-type: none"> <li>To restore a message that you deleted in the current voicemail session, you can "un-delete" it by finding the message and pressing <b>7</b> again.</li> </ul>

### *LISTENING TO SAVED MESSAGES*

The voicemail system has five (5) folders in which your saved messages may be categorized:

- ★ **New messages**—Default for new messages.
- ★ **Old messages**—If new messages are listened to but not saved, they are stored in the old messages folder.

- ★ **Work messages**—Pre-defined folder for work-related messages.
- ★ **Family messages**—Pre-defined folder for messages from family members.
- ★ **Friends messages**—Pre-defined folder for messages from friends.

As you save more messages, you can categorize them into these folders for easier retrieval. Once they are categorized, you must access each specific folder to listen to the messages stored within that folder.

**To listen to saved voicemail message(s):**

1. Access your voicemail as directed in the **Accessing the Voicemail System** section on page 3 in this Guide.  
*The system announces the number of new and/or old messages.*
2. Press **2** to change folders.  
*You will hear the prompt, "Change to which folder?"*

FOLDER OPTIONS	
Key	Action
0	New messages
1	Old messages
2	Work messages
3	Family messages
4	Friends messages
#	Cancel

3. Press the key that corresponds with the folder you would like to access.  
*The system announces the name of the folder you selected.*
4. Press **1** to access the folder.  
*The system announces the date and time of the first message and the phone number from which the message was received.*
5. Press **9** to save the message, **7** to delete it, or follow the prompts, and press the key that corresponds with the action you would like to take. Refer to the **Voicemail Command Keys** table on page 6 in this Guide.



**TIP:** To hear the envelope information (the date and time it was received and the phone number from which it was received) for a particular message, press 3 for advanced options, and then press 3 again.

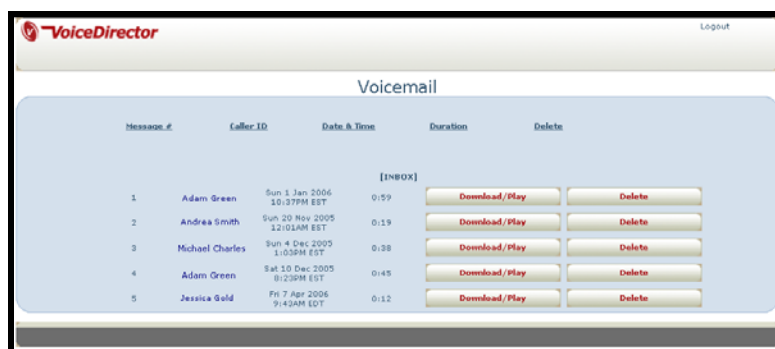
6. When you are done listening to your messages, hang up the phone.

## LISTENING TO MESSAGES FROM THE WEB

With VoiceDirector, you can access the VoiceDirector server via a Web browser. Your VoiceDirector Administrator can give you the correct IP address. Once you log in, you can view and listen to your voicemail messages.

### To listen to your voicemail messages on the Web:

1. Open a Web browser window, and enter the VoiceDirector server's IP address into the **Address** text box.
2. Click the **Go** button, or press the **Enter** key on your keyboard.  
*The VoiceDirector login page displays.*
3. Enter your **User Name** and **Password**, as given to you by your VoiceDirector Administrator, and then click the **Login** button.  
*Your voicemail page displays.*



*VoiceDirector Voicemail Page*

4. Click the **Download/Play** button for the message you would like to hear.  
*The message plays on your default media player.*



**TIP:** To sort the messages within their categories, click the triangles next to each column heading.

## REPLYING TO A MESSAGE

If you would like to send a reply to the person at the extension from which a particular message was received, you can use VoiceDirector's reply feature.

### To reply to a voicemail message:

1. Access your voicemail as directed in the **Accessing the Voicemail System** section on page 3 in this Guide, and find the message to which you would like to reply.



**NOTE:** If the message is saved in a folder other than New or Old messages (i.e., Work messages, Family messages, or Friends messages), you will need to change folders (option 2 in the main menu) to access those folders.

2. Press **3** to access advanced options.



**TIP:** You can press a voicemail command key anytime during the menu options announcement, the message's envelope information announcement, or the message playback.

3. Press **1** to reply to the message.  
*The system announces the personal greeting of the extension to which you are replying.*
4. After the beep, record your reply and press the pound key (**#**) when you are finished.
5. Follow the prompts and press the key that corresponds with the action you would like to take, or if you are finished, hang up the phone. Refer to the **Voicemail Command Keys** table on page 6 in this Guide.

### **FORWARDING A MESSAGE TO ANOTHER EXTENSION**

#### **To forward a voicemail message to another extension:**

1. After you have listened to the message you would like to forward, press **8** to forward the message.  
*The system prompts you to enter an extension.*



**TIP:** You can press a voicemail command key anytime during the menu options announcement, the message's envelope information announcement, or the message playback.

2. Using the phone's keypad, enter the extension to which you would like to forward this message.  
*The system announces, "Press 1 to prepend the message or 2 to forward a message without prepending. Press \* to return to the main menu.*
3. If you would like to record a message that will be played before the forwarded message (e.g., additional details about the forwarded message or other information), press **1**.

To forward the message without recording a message, press **2**.  
*The system announces, "Thank you. Your message has been saved."*

4. When you are done listening to your messages, hang up the phone.

### **3-Way Calling**



**IMPORTANT:** This feature may not be available for all types of VoiceDirector-compatible phones. Please refer to the information sheet for your specific phone.

The 3-Way Calling feature allows you to speak with two people simultaneously.



**NOTE:** This feature is only available for outbound calls. It will not work if you receive a call from one person and then try to add a third person to the call.

### **PLACING A 3-WAY CALL**

#### **To make a 3-Way Call:**

1. Place a call to the first party.
2. Once the first call is in progress, press the **Flash** button.  
*The first called party will be placed on hold.*



**NOTE:** Some VoiceDirector-compatible phones may require you to press a Conference button, or something similar.]



**TIP:** If your phone does not have a Flash button, please refer to the information sheet (or other relevant document, such as the User Guide) for your specific phone to find out which button/key will activate 3-way calling.

3. Place a call to the 2<sup>nd</sup> party you would like to add to the conversation.
4. Press the **Flash** button again (or the same button/key you used to activate 3-way calling) to conference in the first called party.



**TIP:** You can conference in the first called party while the 2<sup>nd</sup> called party's phone is ringing, or you can wait until the 2<sup>nd</sup> party has connected.

### ***DISCONNECTING A 3-WAY CALL***

#### **To disconnect a 3-Way Call:**

- ★ To disconnect the first called party and stay connected to the 2<sup>nd</sup> party, ask the party to hang up.
- ★ To disconnect the second party, press the Flash button (or the same button/key you used to activate 3-way calling), or ask the party to hang up.
- ★ To disconnect both parties, hang up the phone.

### **Call Transferring**

The call transfer feature allows you to send a call to another extension within the network. If the person at the extension to which you transferred the call does not answer, the call will be sent to voicemail.

#### **To transfer a call to another extension:**

While the call is in progress, press the pound (#) key, followed by the extension to which you would like to transfer the call.

*The call is transferred to the dialed extension.*

### **Caller ID**

With Caller ID, you can find out who is calling before you pick up the phone by viewing the caller's extension number on the phone's Caller ID display. The Caller ID feature transmits your extension number only to people you call within the network.



**NOTE:** In order for the Caller ID feature to display the phone number of those who call you, your VoiceDirector-compatible phone must be equipped with a Caller ID display, OR you must have a separate Caller ID display unit connected to the VoiceDirector-compatible phone.

## Call Waiting



**IMPORTANT:** This feature may not be available for all types of VoiceDirector-compatible phones. Please refer to the information sheet for your specific phone.

When you are already on a call, Call Waiting alerts you when a second call comes in and may also display the incoming phone number on the Caller ID display. You can then put the first call on hold to speak with the second caller. You can alternate between calls as often as you like, and you can end a conversation with one of the callers and continue speaking to the other caller.

If you elect to ignore a Call Waiting call while your current call is in progress, it will be forwarded to voicemail.



**NOTE:** If you have two active calls (one standard call and one Call Waiting call), any additional incoming calls will be forwarded to voicemail.

### To answer a Call Waiting call:

1. When a call is in progress and you hear a tone indicating that another call is on the line, press the phone's **Flash** button.  
*The first call is placed on hold & you are connected to the second caller.*



**TIP:** If your phone does not have a **Flash** button, please refer to the information sheet (or other relevant guide) for your specific phone to find out which button/key will allow you to answer the Call Waiting call.

2. To switch back to the first call, press the same button/key you used to answer the Call Waiting call. If this does not work, you may need to refer to the particular information sheet or User's Guide for your specific phone.



**NOTE:** While both calls are connected, you can switch between both callers as many times as you like by pressing the same button/key you used to answer the Call Waiting call.

3. When one party hangs up, press the phone's **Flash** button or, if the phone has no **Flash** button, the hook button (or other relevant button or button sequence) to switch to the other caller.

## Call Parking

Call parking allows you to place a call on hold from one phone, and then you or another person can pick up that same call from another phone.

### To park a call:

1. While the call is in progress, press the pound key (**#**), followed by the call parking activation code designated by your VoiceDirector Administrator.  
*The system announces the extension at which the call has been parked.*
2. Hang up the phone.
3. From a phone on the VoiceDirector network, dial the extension at which the call is parked.  
*The call is resumed from the new phone.*



**NOTE: If a caller is “parked” for longer than 3 minutes, the call will be transferred back to the originally dialed extension.**

## Emergency Services

You should be aware that phone services (including 911) will not work in the event of either a failure of your internet service or in the event of a power outage. You must use an alternate means of reaching a 911 operator in case of an emergency.

## 5. Appendix

### Voicemail Quick Reference Sheet

#### ACCESSING THE VOICEMAIL SYSTEM WITHIN THE NETWORK

1. Place a call to the designated voicemail extension.
2. When prompted, use the phone's keypad to enter your voicemailbox number and password.

#### CHANGING YOUR VOICEMAIL PASSWORD

1. Access the voicemail system as directed above.
2. Press **0** to access your mailbox options.
3. Press **4** to change your password.
4. Enter the new password you would like to assign, followed by the pound (#) key.
5. Re-enter the new password, followed by the pound (#) key.

#### RECORDING YOUR NAME AND PERSONAL GREETING

<i>Recording Your Name</i>	<i>Recording Your Personal Greeting</i>
<ol style="list-style-type: none"> <li>1. Access the voicemail system as directed above.</li> <li>2. Press <b>0</b> to access mailbox options.</li> <li>3. Press <b>3</b> to record your name.</li> <li>4. After the tone, announce your name.</li> <li>5. When you are finished recording, press the pound key (#).</li> <li>6. To listen to the recording, press <b>2</b>.</li> <li>7. Press <b>1</b> to accept the recording.</li> </ol>	<ol style="list-style-type: none"> <li>1. Access the voicemail system as directed above.</li> <li>2. Press <b>0</b> to access your mailbox options.</li> <li>3. Press <b>1</b> to record your personal greeting.</li> <li>4. After the tone, record the outgoing message.</li> <li>5. When you are finished, press the pound key (#).</li> <li>6. To listen to the recording, press <b>2</b>.</li> <li>7. Press <b>1</b> to accept the recording.</li> </ol>

#### LISTENING TO YOUR VOICEMAIL MESSAGES

1. Access the voicemail system as directed above.
2. Follow the prompts to listen to your new, old, or saved messages.
  - 1** Listen to new/old messages.
  - 2** Change folders to access saved messages.
  - 3** Advanced options (including sending a reply and listening to envelope information).
  - 4** Listen to/skip to the previous message (if applicable).
  - 5** Repeat the current message.
  - 6** Listen to/skip to the next message (if applicable).
  - 7** Delete/un-delete a message.
  - 8** Forward the current message to another extension.
  - 9** Save the current message.
  - \*** Access the Help menu.
  - #** Exit voicemail.