Phones and Voicemail

A. How to redial last number called:

    1. Lift the **handset**.
    2. Press a **Line** (DN) Key **or**
    3. Press the **Line** (DN) Key **twice**.

B. How to place a call on hold:

    1. Press the **Hold** Key (The LCD indicator flashes beside the Line (DN) on hold).

C. How to transfer a call:

    1. Press the **transfer** Fixed Key (model M3902)   or   [Transfer] / [•.•]
    2. Press the **transfer** Soft Key (models M3903 and M3904)
    3. **Dia**l the number where you want to transfer the call.
    4. Press the **transfer key** again [Transfer] / [•.•]   or
    5. Press the **connect** key.

D. How to do a conference call:

    1. Press the **conference** key.
    2. Dial the **extension**.
    3. **Wait** for the person to answer.
    4. Press **conference** key when the person answers or
    5. Press **connect**

E. How to forward all calls:

    1. Press the **forward** key.
    2. **Dial the number** you are forwarding the calls to.
    3. Press the **forward** key or
        Press the **done** key.

F. How to cancel forward calls:

    1. Press the **forward** key or
        Press **check forward**
    2. **Cancel** forward

G. How to forward to voicemail:

    1. You must be at the phone you wish to forward to voicemail.

2. Press the Forward".
3. Enter one of these extensions:
    - North 25555
    - Central 13555
    - West 31455
    - South 54555
4. Press Done.
    - To cancel the forwarding press "CanFW"

H. How to create a greeting:

You can record external, internal, and temporary greetings. Callers from outside PBCC hear your external greeting and callers within PBCC hear your internal greeting.
If you don't record an internal greeting, all callers hear your external greeting.

1. While logged in to your mailbox, press **82**.
2. Press **1** for external greeting, **2** for internal greeting, or **3** for temporary greeting.
3. Press **5** to record. Wait for the tone, and **record** your greeting.
4. Press **#** to **end** the recording.

I. How to play, delete, or rerecord your greeting:

While at your greeting, you can play, delete, or rerecord it.

1. To **play** your greeting, press **2**.
2. To **delete** your greeting, press **76**.
3. To **rerecord** your greeting, add to the end of it, or rerecord part of it, press **5** at the point in the greeting where you want to start. Record the new greeting, then press **#**.

The new recording erases the old one from the place where you start to rerecord.

J. How to set the expiry date for your temporary greeting:

You can set an expiry month, day, and time for your temporary greeting. When the temporary greeting expires, your callers will hear your external or internal greeting.

1. While at your temporary greeting, press **9** to set the expiry date.
2. Enter the month, day, and time, pressing **#** after each entry.

- For the current month or day, press **#** only.
- For a time setting of 9:00, press **900#**. For a.m., press **1**; for p.m., press **2**.
- For the standard expiry time of one minute after midnight on the date you specified, press **#** for time.
- For no expiry, press **###**.

3. When you have finished recording your greetings, press **4** to return to your messages.

If you do not set an expiry date, or if you press # for month, day, and time, your temporary greeting will remain in effect until you delete it.

K. How to call a sender of a voice message:

1. Press **9** while listening to a message to immediately call the sender of that message.

L. How to forward a voice message:

1. After listening to a message or while it is playing, press **73** to forward a message.
2. Enter the **number** to which you want to forward the message, then press **#**. Repeat this step for each additional number to which you want to forward the message.
3. When you have finished entering addresses, press **#** again to end the list.
4. Press **5** if you want to record an introduction. Wait for the tone, then begin recording.
5. Press **#** to end recording your introduction.
6. Press **79** to send the message.

M. What are the message parameters and the storage:
1. Callers have **two minutes** to leave a message.
2. Messages are automatically saved for **14 days** unless deleted by the user.
3. You may listen to a max. of **10 minutes** of messages at a time.
4. You will be prompted to **delete** some messages before you are able to listen to more messages.
5. **Empty** your mailbox by deleting messages as often as possible.

N. While you are in your message list, you can go to any message and play it.
1. To **play** the current message, press **2**.
2. To **go** to the **next** message, press **6**; to go to the previous message, press **4**.
3. To **go** to a **specific** message, press **86**, enter the **message number**, and press **#**.

4. To **start over** at the first message from the end of your message list, press **6**.
5. When you have played your messages, press **83** to **finish**   or **Hang up**   📞   or you can remain logged in to use other messaging features.

O. How to review and respond to your messages:

1. While you are playing a message, you can use these message commands:
   - To skip back five seconds in the message, press **1**;
   - To skip forward five seconds in the message, press **3**.
   - To speed up message playback, press **23**
   - To slow it down, press **21** (You can increase the speed up to three times, and decrease it to normal).
   - To pause, press **#**.
   - To continue, press **2**.
2. Before, during, or after playing a message, you can use these message commands:
   - To play the message envelope, press **72**.
   - To delete the message and move to the next message, press **76**.
   - To restore the deleted message (before disconnecting), return to the message and press **76**