



## Voicemail Setup for Ancero Utility VoIP Phones

To initially set up voicemail, press the “Message” key on your phone, enter your password which is your extension number. (You may access voicemail from any phone by dialing \*5000.) Please be sure to change the password at initial setup.

*Note: If you do not change your password during the initial setup, the setup wizard will prompt you to change your password each time you access your voicemail.*

### CHECKING YOUR VOICEMAIL FROM YOUR PHONE ONSITE

1. Press the “Message” button, or dial \* (star) + your extension number
2. Enter your password + “#”
3. Follow the prompts

### MAINMENU OPTIONS

#### Press 1 to listen to messages

- \* = Rewind
- # = Fast Forward

#### Press 2 to change folders

#### Press 3 for advanced options

- Press 1 to leave a message for another user
- Press \* to return to the main menu

#### Press 0 for mailbox options

- Press 1 to record an unavailable greeting
- Press 2 to record a busy greeting
- Press 3 to record name
- Press 4 to record a temporary greeting
- Press 5 to change password
- Press \* to return to main menu
- Press # to exit

### MAILBOX OPTIONS AFTER LISTENING TO A MESSAGE

#### Press 3 for advanced options

- Press 1 to send reply
- Press 3 to hear envelope date/time, phone number of caller
- Press 5 to leave a message for another user
- Press \* to return to main menu

#### Press 5 to repeat current message

#### Press 6 to play next message

#### Press 7 to delete

#### Press 8 to forward to another user

#### Press 9 to save to folder

- Press 0 for new
- Press 1 for old
- Press 2 for work
- Press 3 for family
- Press 4 for friends
- Press \* to return to main menu
- Press # to exit

### CHECKING VOICEMAIL REMOTELY

*(For this option to work, your calls must go directly to an auto attendant.)*

1. Call your assigned access number
2. When you hear the auto attendant, press # (or option configured for voicemail) and follow prompts



Feature	Activation Instruction
<b>Blind Transfer</b>	<ul style="list-style-type: none"><li>• For Aastra Users: Press transfer + extension number + transfer, then hang up</li><li>• For Polycom Users: Press transfer + “Blind” soft key + extension number + transfer, then hang up</li><li>• Note: For Cisco users, press the “More” key to begin the transfer process</li></ul>
<b>Attended Transfer</b>	<ul style="list-style-type: none"><li>• Press transfer + extension number + send or dial</li><li>• Wait for party to answer</li><li>• Announce the call</li><li>• Press transfer or hang up</li><li>• To cancel the transfer, press the “Cancel” soft key</li><li>• Note: For Cisco users, press the “More” key to begin the transfer process</li></ul>
<b>Intercom</b>	<ul style="list-style-type: none"><li>• For Aastra Users: Press intercom + extension number + dial</li><li>• For Polycom Users: Dial *1 + extension number + send</li><li>• Note: Feature not currently available on Cisco phones</li></ul>
<b>Call Pickup</b>	<ul style="list-style-type: none"><li>• Dial *8 or “Pick-up” key + extension number + send or dial</li></ul>
<b>Transfer to Voicemail</b>	<ul style="list-style-type: none"><li>• Press transfer + extension number + “*” + send or dial</li></ul>
<b>Call Park</b>	<ul style="list-style-type: none"><li>• Press transfer + *70 or “Park” key + send or dial</li><li>• Wait for system to give parking spot number</li></ul>
<b>Un-park</b>	<ul style="list-style-type: none"><li>• Dial *71 or “Park Pick-up” key + parking spot number + send or dial</li></ul>
<b>Conference Calling</b>	<ul style="list-style-type: none"><li>• While on the first call, press the “Conference” soft key</li><li>• Place your second call, and when answered press the “Conference” call again</li></ul>
<b>Paging</b>	<ul style="list-style-type: none"><li>• Press paging key (or access code) + then announce</li><li>• Note: Feature not currently available on Cisco phones</li></ul>

Visit the VoIP Training Center webpage: <http://www.ancero.com/services/voip-training-center>

For Technical Support: **856.210.5800 option 1**



Contact  
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