



Voicemail Setup and Use

To initially set up your voicemail, press the "Message" key on your phone (if present), followed by the "Connect" soft key or dial "*97" + "Dial" or "Send" then enter your password (default is 1 + your extension number). Once logged in for the first time, Press "0" for "Mailbox Options" to get started. Please minimally record your "Unavailable Greeting" (option 1) and your "Name" (option 3). Please also be sure to change the password during this initial setup.

*Note: You may also access your voicemail from any internal phone by dialing *98 + "Dial" or "Send"*

CHECKING YOUR VOICEMAIL

1. Press the "Message" button, followed by the "Connect" soft key or dial "*97" + "Dial" or "Send"
2. Enter your password + "#"
3. Follow the prompts below

MENU 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 manage your temporary greeting

Press 5 to change password

Press * to return to main menu

MESSAGE OPTIONS

Press 3 for advanced options

Press 1 to send reply

Press 3 to hear envelope

(date/time, phone number of caller)

Press * to return to main menu

Press 5 to repeat current 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 cancel



UTILITY VOIP

Quick Feature Guide



Feature	Instruction
Answer Call Waiting	Press the 2nd (flashing) line key to hold the first call and answer Note: If only 1 Line Key is configured you will use the "Answer" soft key
Toggle Calls	Press the 1st line key to hold the second call and return to the first. Note: If only 1 Line Key is configured you will use the arrow buttons on the device to toggle between calls.
Attended Transfer	Press "Transfer", dial the extension then press the "Send" soft key, wait for answer, Announce the call, Now you may press "Transfer" again or simply hang up.
Blind Transfer	Press "Transfer", press the "Blind" soft key, dial the extension then press the "Send" soft key.
Transfer to Voicemail	Press "Transfer", press the "Blind" soft key, enter "***" + the extension, then press the "Send" soft key.
Answer another Extension	Dial "***" + the ringing extension to answer, then press "Dial" or "Send".
Park a Call	Press the "Park" key – wait for parking space announcement, then Hang up.
Retrieve a Parked Call	Dial parking space number indicated while parking call , then press "Dial" or "Send"
Conference Call	While on the first call, press the "Conference" or "Conf" soft key, place the second call, when answered you may press "Conference" or "Conf" soft key again to join the calls.
Intercom	Press "Intercom" soft key + the extension to intercom with, then press "Enter" soft key, then press "Dial" or "Send"

Visit the VoIP Training Center webpage: <http://www.ancero.com/services/voip-training-center>
For Technical Support: **856.210.5800 option 1**

Contact
ANCERO
today!

WEBSITE
WWW.ANCERO.COM

PHONE
856.210.5800

EMAIL
INFO@ANCERO.COM

ANCERO
YOUR TECHNOLOGY PARTNER