

## Voice Mail Function (VMS) Keys

### Programming a Voice Mail Key:

#### System Phone Only

1. Press **SPK** key.
2. Dial **851**.
3. Press the key you want to program.
4. Enter the 2-digit function number, followed by any additional information required (see table below).
5. Press **HOLD**.

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| <p><b>67 + Mail Box</b> - Mail Box Key<br/>- for direct access to mailbox</p> <p><b>68 + 0</b> - Voice Mail Service<br/>- skip message forward and replaying</p> <p><b>68 + 1</b> - Voice Mail Service<br/>- skip message backward and replaying</p> <p><b>69 + 0</b> - Conversation Record<br/>- Start/stop manual conversation record</p> <p><b>69 + 1</b> - Conversation Record<br/>- Delete conversation and re-record</p> <p><b>69 + 2</b> - Conversation Record<br/>- Cancel call record and delete</p> <p><b>70 + Mailbox</b> - Automated Attendant<br/>- set call forward to Voice Mail.</p> <p><b>71 + Mailbox</b> - Greeting Message<br/>- select one of three greetings.</p> |
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### Checking the function of a Programmable Function Key:

#### Display System Phone Only

1. Press **CHECK**.
2. Press the programmed key.  
*The programmed function displays.*

## Mailbox Password (VMS)

### Setting Your Password:

#### System Phone

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code **65#**.
3. Dial new four digit password.
4. Dial **#**.
5. Your password will be spoken to you.
6. Dial **0#** to confirm (or **1#** to cancel).
7. Hang up.

#### Single Line Telephone

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number and/or password.
4. Dial service code **65#**.
5. Dial new four digit password.
6. Dial **#**.
7. Your password will be spoken to you.
8. Dial **0#** to confirm (or **1#** to cancel).
9. Hang up.

### Deleting Your Password:

#### System Phone

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code **65#**.
3. Dial **9999**.
4. Dial **#**.
5. Dial **0#** to confirm (or **1#** to cancel).
6. Hang up.

#### Single Line Telephone

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number and/or password.
4. Dial service code **65#**.
5. Dial **9999**.
6. Dial **#**.
7. Dial **0#** to confirm (or **1#** to cancel).
8. Hang up.

## Voice Mail Service Codes (VMS)

| Function                                      | Service Code | Optional Function  | Option Code |
|---|--------------|--|-------------|
| Help  | <b>0#</b>    |  |             |
| Play Message                                  | <b>1#</b>    | Replay Message   | <b>1#</b>   |
|   |              | Pause/Restart the Playback   | <b>4#</b>   |
|   |              | Erase Message and Play Next Message ( <i>during message playback</i> ) | <b>7#</b>   |
|   |              | Save and Play Next Message   | <b>9#</b>   |
|   |              | Copy the Message   | <b>2#</b>   |
|   |              | Skip Playback Forward 8 seconds  | <b>3#</b>   |
|   |              | Skip Playback Backward 8 seconds                                       | <b>6#</b>   |
|   |              | Broadcast the Message  | <b>28#</b>  |
|   |              | Exit   | <b>*#</b>   |
|   |              | Confirm Erase  | <b>0#</b>   |
| Erase All Messages                            | <b>7#</b>    |  |             |
| End Recording of Message                      | <b>9#</b>    |  |             |
| Broadcast Message to a Multiple Address Group | <b>2#</b>    |  |             |
| Greeting Message 1                            | Play         | <b>31#</b>   |             |
|   | Record       | <b>32#</b>   |             |
| Greeting Message 2                            | Erase        | <b>37#</b>   |             |
|   | Play         | <b>35#</b>   |             |
| Greeting Message 3                            | Record       | <b>33#</b>   |             |
|   | Erase        | <b>38#</b>   |             |
| Greeting Message 3                            | Play         | <b>36#</b>   |             |
|   | Record       | <b>34#</b>   |             |
| Greeting Message 3                            | Erase        | <b>39#</b>   |             |
|   |              |  |             |
| Message Notification                          | <b>61#</b>   | Notify to an Extension   | <b>1#</b>   |
|   |              | Notify to an External Number   | <b>2#</b>   |
|   |              | Cancel Notification  | <b>0#</b>   |
|   |              | Exit   | <b>*#</b>   |
| Set Automated Attendant, All Calls            | <b>62#</b>   |  |             |
| Play Messages "First In First Out"            | <b>63#</b>   |  |             |
| Play Messages "Last In First Out"             | <b>64#</b>   |  |             |
| Password Setting                              | <b>65#</b>   |  |             |
| Message Registration Control                  | <b>66#</b>   |  |             |
| Set Automated Attendant, Busy/NA              | <b>67#</b>   |  |             |
| Set One-Digit Dialling                        | <b>68#</b>   |  |             |
| Exit  | <b>*#</b>    |  |             |

## Voice Mail Messages (VMS)

### Listening to Messages:

#### System Phone

1. Press Voice Mail Access key (SC 851:67).
2. Messages are automatically played back.

#### Single Line Telephone

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number and/or password.
4. Dial service code **1#**.
5. Listen to messages.

### Recording a Message to Send to a Mailbox:

1. Press **SPK** key or lift handset.
2. Dial **884** (default).
3. Dial **\***.
4. Dial the mailbox number you wish to send a message to.
5. Dial **#**.
6. Record message.
7. Hang up.

### Recording a Message to Send to a Broadcast List:

#### System Phone

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code **2#**.
3. Dial abbreviated broadcast list number.
4. Record Message.
5. Hang up.

#### Single Line Telephone

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number and/or password.
4. Dial service code **2#**.
5. Dial abbreviated broadcast list number (**0-9**).
6. Record Message.
7. Hang up.

## Transferring a Message to a Broadcast List:

1. After the message playback has ended,
2. Dial **28#**.
3. Dial abbreviated broadcast list number (**0-9**).
4. Dial **#**.
5. Dial **0#** to accept.
6. Hang up.

### Accessing Voice Mail from Outside:

1. Dial in to listen to your personal greeting.
2. Dial **\***.
3. Enter your password.
4. Dial **#**.
5. You now have access to the service code options for your mailbox, (e.g. dial **1#** to listen to your messages).

## Automated Attendant (VMS)

### Forwarding Your Calls to Voice Mail:

#### System Phone

1. Press Automated Attendant key (SC 851:70) repeatedly until the desired call forward setting is made - *All, No Answer, Busy, Busy/No Answer, Cancel*.

#### Single Line Telephone

1. Lift Handset.
2. Dial **884** (default).
3. Enter mailbox number and/or password.
4. Dial service code to toggle on and off:  
**62#** = Forward All Calls  
**67#** = Forward on Busy or No Answer

### Enabling One-Digit Dialling:

1. Press Voice Mail Access key (SC 851:67), or  
Lift Handset and Dial **884** (default).
2. Enter mailbox number and/or password.
3. Dial **68#** to toggle setting on and off:

*By default, destinations for digits 1 and 2 are Personal Abbreviated Dial Bins 918 and 919.*

### To Record a Greeting Message:

#### System Phone

1. Press Voice Mail Access key (SC 851:67)
2. Dial service code (see table below).
3. Record your message, after the beep.
4. Dial **9#** to end the recording.

#### Single Line Telephone

1. Lift Handset.
2. Dial **884** (default).
3. Enter mailbox number and/or password.
4. Dial service code (see table below).
5. Record your message, after the beep.
6. Dial **9#** to end the recording.

|  |
|--|
| <p><b>32#</b> Record Message 1<br/><b>33#</b> Record Message 2<br/><b>34#</b> Record Message 3</p> |
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## To Listen to a Greeting Message:

#### System Phone

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code (see table below).
3. Listen to the message and hang up.

#### Single Line Telephone

1. Lift Handset.
2. Dial **884** (default).
3. Enter mailbox number and/or password.
4. Dial service code (see table below).
5. Listen to the message and hang up.

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|--|
| <p><b>31#</b> Play Message 1<br/><b>35#</b> Play Message 2<br/><b>36#</b> Play Message 3</p> |
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## To Erase a Greeting Message:

#### System Phone

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code (see table below).
3. Dial **0#** to erase message.

#### Single Line Telephone

1. Lift Handset.
2. Dial **884** (default).
3. Enter mailbox number and/or password.
4. Dial service code (see table below).
5. Dial **0#** to erase message.

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|---|
| <p><b>37#</b> Erase Message 1<br/><b>38#</b> Erase Message 2<br/><b>39#</b> Erase Message 3</p> |
|---|

## Selecting a Greeting Message to Play:

#### System Phone

1. Press Change Attendant Message key (SC 851:71) repeatedly to toggle:  
**Message 1** = Lamp off.  
**Message 2** = Lamp solid red.  
**Message 3** = Lamp flashing red.

*A Single Line Telephone or a System Phone without a 'Change Attendant Message' key, cannot change the Greeting Message.*

## Message Notification (VMS)

### Setting Message Notification:

#### System Phone

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code **61#**.
3. Dial **1#** for an extension call, **2#** for an outside call, or **0#** to cancel.
4. If either 1# or 2# is dialled, enter telephone number followed by # (it is not necessary to enter a trunk access code).
5. The dialled number will be read out.
6. Dial **0#** to confirm (or **1#** to cancel).
7. Hang up.

#### Single Line Telephone

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number and/or password.
4. Dial service code **61#**.
5. Dial **1#** for an extension call, **2#** for an outside call, or **0#** to cancel.
6. If either 1# or 2# is dialled, enter telephone number followed by # (it is not necessary to enter a trunk access code).
7. The dialled number will be read out.
8. Dial **0#** to confirm (or **1#** to cancel).
9. Hang up.

### Canceling Message Notification:

#### System Phone

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code **61#**.
3. Dial **0#** to cancel.
4. Dial **0#** to confirm (or **1#** to cancel).
5. Hang up.

#### Single Line Telephone

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number and/or password.
4. Dial service code **61#**.
5. Dial **0#** to cancel.
6. Dial **0#** to confirm (or **1#** to cancel).
7. Hang up.

## Conversation Recording (VMS)

### AUTOMATIC RECORDING

Automatic Recording starts automatically when the call is answered.

### MANUAL RECORDING

#### To Start Manual Recording:

1. Press the Manual Conversation Recording Key at any time during the conversation.

#### Storing a Manual Recording Message:

1. If prompted at end of call, enter mailbox number where message is to be stored -OR- If Callback Mode is set, wait for the Voice Mail system to ring back after call has ended, then enter the mailbox number where message is to be stored, and dial #.

*If you do not answer the callback or you do not specify a mailbox number, the recorded conversation will be deleted.*

#### Programming a Manual Conversation Recording Key:

1. Press **SPK** key.
2. Dial **851**.
3. Press the key you want to program.
4. Dial service code **69**.
5. Dial **0**.
6. Press **HOLD**.

#### Listening to a Recorded Conversation: System Phone

1. Press Voice Mail Access key (SC 851:67).
2. Messages are automatically played back.

#### Single Line Telephone

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number and/or password.
4. Dial service code **1#**.
5. Listen to messages.

## General Message (VRS)

### To listen to the General Message:

#### System Phone

*Your MW lamp flashes when there is a new General Message. A voice message periodically reminds you.*

1. While telephone is idle, dial 4. -OR-
1. Press the **SPK** key or lift handset.
2. Dial **711**.

*Normally your MW lamp will now go off. If it continues to flash, you have unanswered Message Waiting requests or new messages in your Voice Mail mailbox.*

#### Single Line Telephone

1. Lift handset.
2. Dial **712**.
3. Dial **5** (Listen).
4. Listen to message.
5. Dial **5** again to repeat message.
6. Hang up.

#### To Record the General Message:

1. Press the **SPK** key or lift the handset.
2. Dial **712**.
3. Dial **7** (Record).
4. Record message, then dial # when finished.
5. Hang up.

#### To Erase the General Message:

1. Press the **SPK** key or lift the handset.
2. Dial **712**.
3. Dial **3** (Erase).
4. Press **Hold** to cancel without erasing (System Phone only).
5. Hang up.

## Personal Greeting (VRS)

### To enable a Personal Greeting:

1. Press the **SPK** key or lift handset, and Dial **713**. -OR- Press the Call Forwarding (Device) key (SC 851:17).
2. Dial **7**.
3. Record your Personal Greeting, or if you already have Personal Greeting or Park and Page set up, you can dial: **7** to re-record **5** to listen (then # to listen again) **3** to erase (press **HOLD** to cancel erase)
4. Dial # + Personal Greeting condition: **2** = Busy/No Answer **4** = Immediate All Calls **6** = No Answer
5. Dial the destination to receive your calls. *The destination can be:*
  - A co-worker's extension number.
  - Your Voice Mailbox (by dialling the Voice Mail master number).
  - Off-premise via Common Abbreviated Dialling (by entering \* + Bin No.).
  - Greeting without forwarding so caller hears busy (by entering your extension number).
6. Dial Personal Greeting type: **2** = All calls **3** = Outside calls only **4** = Intercom calls only
7. Hang up.

*Your DND or Call Forwarding (Device) Programmable Function Key flashes when Call Forwarding is activated.*

### To cancel your Personal Greeting:

1. Press the **SPK** key or lift handset.
2. Dial **713 + 73**.
3. Hang up.

## Park and Page (VRS)

### To have the System Page you when you have a Call:

1. Press the **SPK** key or lift handset, and Dial **713**. -OR- Press the Call Forwarding (Device) key (SC 851:17).
2. Dial **7**.
3. Record your Personal Greeting, or if you already have Park and Page or Personal Greeting set up, you can dial: **7** to re-record **5** to listen (then # to listen again) **3** to erase (press **HOLD** to cancel erase)
4. Dial **#7**.
5. Record your Page Message.
6. Dial # + Paging Zone Access Code. *E.g. Internal Zone 1 = 801 + 1. External Zone 1 = 803 + 1. Combined Zone 1 = 751 + 1.*
7. Dial Park and Page type: **2** = All calls **3** = Outside calls only
8. Hang up.

*Your DND or Call Forwarding (Device) Programmable Function Key flashes when Call Forwarding is activated.*

### To Pick Up your Park and Page:

1. Press the **SPK** key or lift handset.
2. Dial **715** + your extension number.

### To Cancel your Park and Page:

1. Press the **SPK** key or lift handset.
2. Dial **713 + 73**.
3. Hang up.

## VRS Messages (VRS)

### To Record a VRS Message:

1. Press **SPK** key or lift handset.
2. Dial **716**.
3. Dial **7** (Record).
4. Dial the message number (**01-48**). *Ensure that the message number selected is not used for other VRS functions.*
5. Record your message, after the beep. *Normally, your message cannot exceed 2 minutes. If you hear, "Recording finished," you have exceeded the allowed message length.*
6. Press # to end the recording.
7. Hang up.

### To Listen to a Recorded Message:

1. Press **SPK** key or lift handset.
2. Dial **716**.
3. Dial **5** (Listen).
4. Dial the message number (**01-48**). *You'll hear the previously recorded message. If you hear a beep instead, there is no previous message recorded.*
5. Press # to listen to the message again.
6. Repeat from step 3 to listen to another message.
7. Hang up.

### To Erase a Recorded Message:

1. Press **SPK** key or lift handset.
2. Dial **716**.
3. Dial **3** (Erase).
4. Dial the message number (**01-48**).
5. Press **HOLD** (system phone only) to Cancel the procedure without erasing (and return to step 3).
6. Hang up to erase the message.

## To Record, Listen to or Erase a VRS Message via DISA:

1. Place a call into the system.
2. After the system answers, dial the DISA password (default=000000).
3. Dial **716** and the VRS password.
4. Dial the function you want. **7** = Record **5** = Listen **3** = Erase
5. Dial the message number (**01-48**).
6. Record the message and press # to end recording.
  - If you dialled **7** to record, you can dial # to listen to the message you just recorded.
  - If you dialled **5** to listen, you can dial 5 and message number to hear it again or if you want to record, listen to or erase another message, go to step 4.
  - If you dialled **3** to erase, you must go to step 7 (hang up).
7. Hang up.

### VRS Message Numbers:

By default, VRS message numbers are not assigned. In your system, the following message numbers have been assigned to common VRS messages.

| Message Name        | Message No. (01-48) |
|---------------------|---------------------|
| Automated Attendant |                     |
| Guidance Message    |                     |
| General Message     |                     |
| Preamble Message    |                     |

## Preamble Message (VRS)

### To Answer a Call with Preamble Message:

1. Answer the ringing call and wait for the preamble message to finish. *The line key turns solid red as the system automatically plays the preamble message to the caller.*
2. When you hear two beeps and the line key turns green, converse with the caller.

## Checking Time/Date & Station Number (VRS)

### System Phone Only

#### To listen to the Station Number:

1. While telephone is idle (handset on-hook), dial **6**.

#### To listen to the Time/Date:

1. While telephone is idle (handset on-hook), dial **8**.

## Feature Availability

Each feature is marked with a VMS or VRS indication.

**VRS** = Features available when either the DSPDBU-A1 card (Voice Recording System) or DSPDBU-( ) card with CF-( ) fitted (Voice Mail) are installed.

**VMS** = Features available only when the DSPDBU-( ) card with CF-( ) fitted (Voice Mail) is installed.

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