


Retrieving voice mail from your phone:

There are two ways to retrieve voice mail message from your new phone:

1. Access the Unity Voice Messaging system by dialing x4321 from your phone, then entering your password when prompted.
2. Access the Unity Voice Messaging system by pressing the **Messages**  key on your telephone, then entering your password when prompted.

Viewing your Call History:

To view recent missed, received, or placed calls:

1. Press the **Directories** button.
2. Use the **Navigation** button to scroll and select the desired call list by pressing the **Select** soft key, or....
 - a. Pressing **1** on the keypad for Missed Calls.
 - b. Pressing **2** on the keypad for Received Calls.
 - c. Pressing **3** on the keypad for Placed Calls.
3. Press the **Exit** soft key to return to the previous directory menu.

Clearing your Call History

To clear all numbers in the directory histories press the **Clear** soft key.

Responding to Missed Calls:

To place a call to a number in the call history list:

1. Use the **Navigation** button to scroll through the call history list.
2. Use the **Select** soft key to select a phone number. The digits appear on the phone display.
3. To dial the number as it appears on the phone display, press the **Dial** soft key.

To edit the number on the phone display before dialing:

1. Press the **EditDial** soft key to place the cursor at the beginning of the number on the phone display.
2. Use the keypad to edit the digits as needed. Use the backspace (<<) soft key to erase digits that you enter incorrectly.
3. Press the **Dial** soft key to place the call.

Using the "Do Not Disturb" feature:

To disable the audible ringer and provide only a visual indicator when new calls come in....

1. Press the **DND** softkey. A status message "**Do Not Disturb is active**" will appear on the LCD screen.

2. To disable the **Do Not Disturb** feature, simply press the **DND** softkey again. The status message on the LCD screen will change to "**Your current options**".

Setting up call forwarding on your phone:

To forward all incoming calls to another number:

1. Press the **CFwdALL** soft key. You hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as if you were placing a call to that number. Remember to start with a "**9**" if you are forwarding your calls to a non-campus number.
3. Verify that the phone display is updated to show that calls will be forwarded.
4. Press the pound key (#) or the **EndCall** soft key.

Monitoring an incoming voice message:

If you elect to let an incoming call transfer to your voice mail, you may monitor the call while the caller is leaving a voice mail message. Once the call diverts to voicemail, several soft key options are available to you while the caller is recording a message....

- 1. Monitor:** By pressing this soft key, you can listen to the message as the caller is recording it. The caller will not be aware you can hear him or her unless you choose to interrupt the message.
- 2. Ask:** This soft key interrupts the caller while s/he is leaving the message to inform him or her that you are available and would like to take the call. It gives the caller the options to speak with you directly, or continue leaving the voice message.
- 3. Take:** This soft key interrupts the caller while s/he is leaving the message to inform him or her that you are available and would like to take the call. It then automatically transfers the call to your phone line, rather than giving the caller a choice whether to speak with you directly or continue with his or her voice message.
- 4. Exit:** This soft key clears the Monitoring soft key options from your display screen. The caller can continue leaving a voicemail message, and is not aware of your action.

NOTE: If you press the **iDivert** soft key to direct the call immediately to your voice mail box. If you divert the call, the monitoring soft keys that are described above will not be available to you.