System Manager Guide

Panasonic Models: KX-NT543, DT543, NT546, DT546

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Thank you for choosing Key Communications for your telephone and voice mail system needs. Should you have any questions that are not covered in this User Guide, please check with your system manager or contact us here at Key Communications, we are more than happy to help!

Notes

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Additional user guides and FAQ at www.key-comm.com
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play the recordings in a certain order, so if you record the greetings in the wrong order, or do not record them correctly, your main outgoing message will not play correctly.

15 - Once you enter the number Custom Service you’d like to change, the voice mail will play back the current greeting before giving you the option to change it. If no greeting is played then you do not use this part of the greeting.

16 - After the current greeting is played, it will give you the option to press 1 (one) to change or 2 (two) to accept. If you are ready to do the recording, press 1 (one) and follow the prompts to record the new greeting. Press 1 (one) to end recording. The voice mail will give you options to press 1 (one) to review, press 2 (two) to accept, or press 3 (three) to erase and try again. Once you are satisfied with the recording, make sure to choose 2 (two) to accept the new greeting. If you hang up without saving the new greeting, it will automatically revert back to the old greeting when you hang up.

Suggested Custom Service Greeting (Custom Service 1):

If you know your parties extension, you may dial it at any time. For a staff directory, press __. To dial by last name, press __. For fax, shipping info or for office hours and location, press __.

Suggested Custom Service Greeting (Custom Service 2):

If you enter your party’s extension at any time during this message, to return to the previous menu, press __.

For Sally Jones, dial 101
For Fred Willard, dial 102, etc.

17 - Once you have accepted the new recording(s) for the Custom Service Greetings, hang up, you are all done.
Settings:

Handset/Headset Volume –
While using the handset or headset:
Press UP to increase or DOWN to decrease.

NOTE: If you hear your own voice through the handset or headset, decrease the volume.

Speakerphone/Speaker Volume –
While in a hands-free conversation:
Press UP to increase or DOWN to decrease.

Ringer Volume –
While on-hook or receiving a call:
Press UP to increase or DOWN to decrease.

Features List:

Icon Meanings:

Making Calls – To an Extension:

11 – After the current greeting is played, it will give you the option to press 1 (one) to change or 2 (two) to accept. If you are ready to do the recording, press 1 (one) and follow the prompts to record the new greeting. Press 1 (one) to end recording. The voice mail will give you options to press 1 (one) to review, press 2 (two) to accept, or press 3 (three) to erase and try again. Once you are satisfied with the recording, make sure to choose 2 (two) to accept the new greeting. If you hang up without saving the new greeting, it will automatically revert back to the old greeting when you hang up.

Suggested Day Greeting (Company Greeting 1):
Thank you for calling (Company name).

Suggested Night Greeting (Company Greeting 2)
Thank you for calling (Company name), the office is closed at this time.

Suggested Holiday Greeting (Company Greeting 3)
Thank you for calling (Company name), the office is closed for the holiday.

12 – Once you have accepted the new recording for the Company Greeting, press * (star key) to go back to the sub menu.

13 – Choose option 3 (three) for Custom Service. You will have to listen to the menu to see what option is correct for your particular system.

14 – The voice mail will ask you what number Custom Service you would like to change. 1 (one) is usually the only one recorded, unless you have options to go to a staff directory or fax and shipping information, etc. 2 (two) is usually the staff directory (if used on your system). 3 (three) and above are usually any additional greetings you have recorded (if used on your system). NOTE: Please make sure to keep all greetings recorded in the same places and keep the wording the same. The system is preset to
5 – You will be prompted for a password for the 998 mailbox, enter the password 6800# (six, eight, zero, zero, pound key) – NOTE: if this password is incorrect, please call Key Communications for assistance

6 – A menu will come up that is very similar to your own personal mailbox menu, you will need to select menu item 5 (five) for Modify Message

7 – A sub-menu will come up, there are two options off this menu that MAY be used on your system / setup. Menu item 1 (one) is for Company Greeting, this usually is the portion of the greeting that says, “Thank you for calling ABC Company”. Menu item 3 (three) is for Custom Service, this usually is the portion of the greeting that says, “if you know your parties extension, you may dial it at any time. For a staff directory press 3, etc…”
NOTE: Some setups may not have or use the Company Greeting menu item (please skip to step 13 if you do not have or do not use the Company Greeting)

8 – Choose option 1 (one) off the sub menu for Company Greeting

9 – The voice mail will ask you what number Company Greeting you would like to change. 1 (one) is usually the only one recorded, or if you have day and night messages, this is usually the Day Greeting. 2 (two) is usually the Night Greeting (if used on your system). 3 (three) is usually the Holiday Greeting (if used on your system). NOTE: If there is nothing recorded in Company Greeting at all, your system does not use those greetings, please skip to step 13

10 – Once you enter the number Company Greeting you’d like to change, the voice mail will play back the current greeting before giving you the option to change it. If no greeting is played then you do not use this part of the greeting, skip to step 13.

* - NOTE: You can also press the pre-programmed button for the extension you want to call rather than dialing the extension number.

**Making Calls – To an Outside Party:**

\[(\text{CO})*\rightarrow \text{outside phone no.} \rightarrow\]

* - NOTE: Your telephone may be programmed to go to an outside line automatically when you go off-hook, if that is the case, you will not need to press the CO Line key and can skip that step.

**Call Hold:**
To Place a Call on Hold:
With the calling party live on the line –

\[\text{HOLD} \rightarrow \text{C. Tone} \rightarrow \text{Call Hold} \rightarrow\]

Then either page or intercom the party the call is for and tell them the line number the caller is held on.

To Retrieve a Call on Hold:

\[\text{CO} (*) \rightarrow \text{Call Hold} \rightarrow\]

* - Press the flashing CO Line key where the calling party is on hold.

**Call Transfer:**
Unannounced Call Transfer:
With the calling party live on the line –

\[\text{TRANSFER} \rightarrow \text{C. Tone} \rightarrow \text{extension no.} (*) \rightarrow \]

This will transfer the calling party direct to the extension and ring the phone.
* - NOTE: You can also press the pre-programmed button for the extension you want to transfer to rather than dialing the extension number.

Announced Call Transfer:
With the calling party live on the line –

TRANSFER

C. Tone

extension no.(*) ➤ ☐ ➤ ☐

This will let you announce the calling party to the extension user, when you hang up the two parties will be connected.

NOTE: You can also press the pre-programmed button for the extension you want to call rather than dialing the extension number.

Transfer to Voice Mail Box:
With the calling party live on the line –

VM

TRANSFER

extension no.(*) ➤ ☐ ➤ ☐

This will send the calling party direct to the mailbox without ringing the telephone.

* - NOTE: You can also press the pre-programmed button for the extension you want to transfer to rather than dialing the extension number.

Auto Answer:
This feature key controls how intercom calls are received at your extension.

To change the Auto Answer setting:
When your phone is idle (leave the handset in the cradle) –

AUTO ANS

- Before you proceed with re-recording, you will need to have your script ready for what you would like the greeting to say.

- We recommend you follow the instructions attached to get into the voice mail system and listen to the greetings recorded and where they are recorded (ie: Company Greeting 1, Company Greeting 2, Custom Service 1, etc.) before you attempt to re-record anything. This will allow you to get the exact verbiage of the individual greetings, and exactly what is recorded where.

- Do not just hang up after you re-record any greetings. Press 1 (one) to end recording. The voice mail will give you options to press 1 (one) to review, press 2 (two) to accept, or press 3 (three) to erase and try again. Once you are satisfied with the recording, make sure to choose 2 (two) to accept the new greeting. If you hang up without saving the new greeting, it will automatically revert back to the old greeting when you hang up.

- When you are in the voice mail system, anytime you are hearing a pre-recorded voice (menus, playback of greetings, etc.) the * (star key) will back you up one level.

**Voice Mail Main Outgoing Greeting Change - Instructions:**

1 – The main outgoing greeting can be changed from any phone on the system, it does not have to be a manager or operator’s extension like most programming changes

2 – Lift the handset and press the “My Mailbox” key

3 – When the voice comes on and prompts you for the password, or starts reading off the menu options, dial #6 (pound key, six)

4 – The voice mail will ask you for a mailbox number, enter *998 (star key, nine, nine, eight)
7 - Press 1 (one) to change the time.
8 - Enter the new time followed by # (pound key).
9 - Press 1 (one) for AM or 2 (two) for PM.
10 - Confirm the new time setting. Press 1 (one) to change or 2 (two) to accept.

**Voice Mail Main Outgoing Greeting Change:**

**PLEASE READ THIS BEFORE CHANGING YOUR GREETING!!!**

**PLEASE NOTE** – Our voice mail installations are custom to each site, and every voice mail setup is different. This set of instructions covers how to access the greetings, you will have to listen to the greetings recorded in your voice mail to determine what greetings are used in your particular system. If there is no greeting currently recorded in a specific Company Greeting or Custom Service, your system does not use that greeting and it is not set up to play. The order in which the greetings play, single key options in the voice mail, operator / general mailbox options, etc are all internal system settings and would require a site visit to change. Please contact us at the phone number above with any problems or questions, remote assistance with changing your main greeting will incur a remote programming charge of $48.00 per hour. Onsite assistance is $79.00 per hour.

**Voice Mail Main Outgoing Greeting Change (continued):**

**HELPFUL HINTS** –
- Please read through the entire set of instructions before attempting to access the voice mail greetings so you have a general idea of the process. If you pause too long between steps the voice mail will kick you out of the system and you will have to go through all the steps again to get back in.

**Settings are as follows:**

**ON (button is lit red)** – Intercom calls to your extension will beep then the calling party will talk live through your speakerphone and you can answer back hands free.

**OFF (button is not lit)** – Intercom calls to your extension will ring your phone and you will have to lift the handset or press SP-PHONE to receive the call.

**Conference Calls:**
This feature allows you to create a three party Conference Call. This can be comprised of two outside lines and one internal extension, or two internal extensions and one outside line. It is limited to three parties total.

With your first caller live on the line –

**Call Forwarding / Do Not Disturb (FWD/DND):**
This feature allows you to forward your calls to another extension, to voice mail or to turn on Do Not Disturb at your extension.

**NOTE:** The default setting for the phone is Forward Busy/No Answer Calls to Voice Mail. If you forward your calls to another extension or turn on Do Not Disturb at your extension, you **MUST** reprogram your phone back to Forward Busy/No Answer Calls to Voice Mail to have your extension function properly.

Forward Busy/No Answer Calls to Voice Mail (DEFAULT):
When your phone is idle (leave the handset in the cradle) –

**INTERCOM**

```
< 5 0 0 > C. Tone
< 5 0 0 > C. Tone
< 5 0 0 > C. Tone
```
This is the DEFAULT setting at the phone that will send your busy or no answer calls direct to your mailbox.

Forward Calls to Another Extension:
When your phone is idle (leave the handset in the cradle) –
INTERCOM

- All calls
- Busy
- No answer

Both Calls
Outside Calls
Intercom Calls

This program will send your calls to another extension, BUT any calls not answered at the forwarded extension will be sent back to the original extension’s mailbox, NOT to the forwarded to extension’s mailbox.

Do Not Disturb:
This feature will send your calls direct to your mailbox without ringing your phone.

INTERCOM

Time Change – Telephone System:
To change the telephone system control unit time. This controls the date and time shown on your display phones.
1 - Use the main telephone on the system (generally ext-101), make sure the telephone is an LCD display set. The phone cannot be in use while making the time change, but all other sets will continue to function normally. You do not need to lift the handset or press intercom for this program change.
2 - Press the PROGRAM key.
3 - Press * * (star, star) and enter the security code 1 2 3 4 (one, two, three, four). The LCD will show: “SYS-PGM NO?”
4 - Press 000 (zero, zero, zero). Press the ENTER key.
5 - Enter the year (00-99). Press the SELECT key (AUTO ANS/MUTE key) for the month.
6 - Press the right arrow.
7 - Enter the date (01-31). Press the ENTER key.
8 - Press the NEXT key (or down arrow).
9 - Enter the hour (01-12)
10 - Enter the minutes (00-59)
11 - Select AM or PM. Press the ENTER key
12 - Press the END key (HOLD key functions as the END key while in programming mode)
13 - Press the PROGRAM key to exit programming mode.

Time Change – Voice Mail System:
This set of time change instructions will change the voice mail system control unit time, that controls the time and date stamp on your voice mail messages and the Day/Night switching time.
1 - Press the MY MAILBOX key, or press INTERCOM and dial 5 0 0 (five, zero, zero) if you do not have a MY MAILBOX key.
2 - Enter the password for your mailbox.
3 - Press # 6 (pound key, six).
4 - Press * 9 9 8 (star key, nine, nine, eight).
5 - Enter the password 6800 (six, eight, zero, zero) followed by # (pound key).
6 - Press 4 (four) for Time Change.
**Headset / Handset Mode:**

If you connect a headset to your telephone set, you will need to set the phone to Headset Mode so you can answer calls by pressing the SP-PHONE button rather than having to lift the handset. Putting the phone in Headset Mode also turns off your Speakerphone at your phone. Following are instructions how to program both Headset and Handset mode.

1. At the phone you want to program Headset Mode; leave the handset in the cradle.
2. Press the PROGRAM (or PAUSE) key.
3. Dial 6 1 (six, one)
4. Press ENTER

**Headset / Handset Mode (continued):**

5. Press 1 (one) to turn ON Headset Mode, or press 0 (zero) to turn OFF Headset Mode and return to Handset Mode.
6. Press AUTO DIAL/STORE
7. Press PROGRAM to exit programming mode

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**Voice Mail:**

If you have the Panasonic voice mail system with your telephone system, the following instructions will cover the initial mailbox setup and daily mailbox use as well as useful information on your voice mail system.

**Initial Mailbox Setup – Subscriber Tutorial:**

Your Voice Mail system may be programmed to present a “Subscriber Tutorial” to you the first time you log into your mailbox. If the tutorial is enabled, prompts will guide you through the mailbox configuration process. Simply by following the prompts, you can configure the following items:

- **Password**
- **Subscriber’s Name**
- **No Answer Greeting**

**Starting the Subscriber Tutorial:**

1. Press the “My Mailbox” key on your telephone.
2. Enter the default password of 4214# (four, two, one, four, pound key)
3. Confirm that the Subscriber Tutorial has begun. The voice mail will announce “Welcome to the Panasonic Voice Mail System. This is the Subscriber Tutorial service”. (NOTE: If the tutorial does not begin, it may be disabled for your mailbox, or the LCD Screen Tutorial is used at your office, see the “Manual Configuration” directions in the next section of this User Guide.)
4. Go to “Setting your password for the first time” and follow the tutorial prompts as directed.

Setting Your Password for the First Time:
1. Set your password when prompted by entering the desired password then pressing # (pound key).
2. Press 2 (two) to accept
3. Go to “Recording the Owner’s (Subscriber’s) Name”

Recording the Owner’s (Subscriber’s) Name:
1. When prompted, state your name after the tone.
2. Press 1 (one) to end recording.
3. Press 2 (two) to accept the recording.
4. Go to “Recording your Greeting Messages”.

Recording your Mailbox Greeting:
1. The voice mail will prompt you to record a “No Answer” greeting message. Other greetings can be recorded manually later. For details, refer to the “Manual Configuration” directions in the next section of this User Guide.
2. Record your greeting message after the tone.
Suggested greeting:
“Hello, you have reached the desk of (state name). I am not available to take your call at this time. Please leave your name, telephone number and a message after the tone and I will return your call as soon as possible. Thank you”.
3. Press 1 (one) to end recording.

7 – The Message Waiting light will go out and go back to the default of only coming on when there are new messages.

Extension Name Change:
This set of instructions will allow you to change the Extension Name that shows on the LCD screen of the telephone sets.

To Store / Change An Extension Name:
1 - This program needs to be done at the Manager's extension on the system, generally Ext-101, leave the handset in the cradle
2 - Press PROGRAM or PAUSE
3 - Dial ** (star, star)
4 - Enter system Password: 1234 (one, two, three, four)
5 - Dial 0 0 4 (zero, zero, four)
6 - Press ENTER
7 - Dial the three digit extension number that you would like to add / change the name

Extension Name Change (continued):
10 - Press NEXT or PREV. to enter another extension name
11 - When finished entering names, press END (HOLD key)
12 - Press PROGRAM to exit programming mode

Entering Characters:
Use the chart to the right to enter letters. The numbers in the left hand column refer to the keys on the phone, the numbers across the top refer to the number of times to push the key to get to the letter or symbol you want.
To program a One-Touch Dialing button:
1 – Go to the phone you would like to program the button on, leave the handset in the cradle and make sure the phone is idle (no calls on hold, etc.)
2 – Press PROGRAM or PAUSE
3 – Press the button you would like to program
4 – Dial 2 (two) to designate it as an one-touch dialing / speed dial key
5 – Dial the telephone number (max 32 digits) you would like to program to the key
6 – Press AUTO DIAL / STORE key or the ENTER key
7 – Press PROGRAM or PAUSE to exit programming mode
8 - Enter the desired name (Max 20 characters – see "Entering Characters" below)
9 – Press ENTER

Message Waiting Notification:
If the message light is lit at the top of the phone but the extension user does not have any new messages in their mailbox, it means that another extension user accidentally turned on Message Waiting Notification for that extension. Follow these steps to reset the Message Waiting Light back to the default of just coming on when you have new messages:
1 – Go to the phone that has the Message light lit, leave the handset in the cradle.
2 – Press the INTERCOM key.
3 – Dial *700 (star key, seven, zero, zero)
4 – Dial THAT PHONE’S extension number (ie: if you are at ext-103, dial 103)
5 – You will hear a confirmation beep.
6 – Press SP-PHONE to hang up.
4. Follow the prompts as necessary:
   1 (one) to review the recording
   2 (two) to accept the recording
   3 (three) to record the message again
   4 (four) to add to the recording
   * (star key) to delete the recording and exit voice mail

Confirming Your Settings:
1. Press 1 (one) to confirm your settings.
2. Hang up… YOU ARE DONE!

Initial Mailbox Setup – Manual Configuration:
If you do not have the System Tutorial start automatically when you enter your mailbox, you can access the settings manually by following these steps.

1. Setting, Changing or Deleting your password:
   – Press the “My Mailbox” key
   – Press 3 (three) for Mailbox Management
   – Press 2 (two) for Set Password
   – Enter the desired password followed by # (pound key). Or to delete the password, press # (pound key) only.
   – Press 2 (two) to accept.

2. Setting, Changing or Deleting the owner’s(subscriber’s) name:
   – Press the “My Mailbox” key
   – Press 3 (three) for Mailbox Management
   – Press 3 (three) for Owner’s Name
   – Record your name.
   – Press 1 (one) to end recording
   – Press 2 (two) to accept

3. Setting, Changing or Deleting the Personal Greeting Messages:
   – Press the “My Mailbox” key
   – Press 3 (three) for Mailbox Management
   – Press 1 (one) for Record Personal Greeting
   – Select the greeting you want to record, options are:
(NOTE: If you only record the No Answer Greeting, that is the one that will play all the time, you do not need to record all the greetings)

1 (one) is the No Answer Greeting
(Heard by callers when you don’t answer your phone)
Suggested greeting:
Hello, this is (state name). I am not available to take your call at this time. Please leave your name, telephone number and a message after the tone and I will return your call as soon as possible. Thank you.

2 (two) is the Busy Greeting
(Heard by callers when you are on another call)
Suggested greeting:
Hello, this is (state name). I am on another call at this time. Please leave your name, telephone number and a message after the tone and I will return your call as soon as possible. Thank you.

3 (three) is the After Hours Greeting
(Heard by callers when the telephone system is in Night Mode)
Suggested greeting:
Hello, this is (state name). I have gone home for the day. Please leave your name, telephone number and a message after the tone and I will return your call as soon as possible. Thank you.

– After recording each greeting, press 1 (one) to end recording
– Lastly, press 2 (two) to accept the greeting.
– Hang up… YOU ARE DONE!

To Dial A System Speed Dial Number:
1 - Press MENU
2 - Select SYSTEM DIRECTORY on the LCD screen
3 - Press ENTER
4 - Using the number pad, enter the first letter of the name you are searching for
5 - Press ENTER
6 - Select the name of the person you would like to call
7 - Lift handset to dial the number

Flexible Button Programming:
You can change the flexible CO buttons / DSS buttons and programmable feature (PF) buttons on your system telephone set, DSS consoles, Add-on key modules to the following function buttons.

To program an Extension button:
1 – Go to the phone you would like to program the button on, leave the handset in the cradle and make sure the phone is idle (no calls on hold, etc.)
2 – Press PROGRAM or PAUSE
3 – Press the button you would like to program
4 – Dial 1 (one) to designate it as an extension key
5 – Dial the three digit extension number you would like to program to the key

To Dial A System Speed Dial Number:
1 - Press MENU
2 - Select SYSTEM DIRECTORY on the LCD screen
3 - Press ENTER
4 - Using the number pad, enter the first letter of the name you are searching for
5 - Press ENTER
6 - Select the name of the person you would like to call
7 - Lift handset to dial the number

Flexible Button Programming:
You can change the flexible CO buttons / DSS buttons and programmable feature (PF) buttons on your system telephone set, DSS consoles, Add-on key modules to the following function buttons.

To program an Extension button:
1 – Go to the phone you would like to program the button on, leave the handset in the cradle and make sure the phone is idle (no calls on hold, etc.)
2 – Press PROGRAM or PAUSE
3 – Press the button you would like to program
4 – Dial 1 (one) to designate it as an extension key
5 – Dial the three digit extension number you would like to program to the key
3. Dial ** (star, star)
4. Enter system Password: 1234 (one, two, three, four)
5. Dial 0 0 1 (zero, zero, one)
6. Press ENTER
7. Dial the speed dial location number (000 through 999)
8. Enter the desired telephone number, don't forget the area code and/or a 9 or 9,9 (if you currently have to dial a 9 or 9,9 to seize an outside line on regular calls)
9. Press ENTER
10. Press NEXT or PREV to enter another telephone number
11. When finished entering numbers, press END (HOLD key)
12. Press PROGRAM to exit programming mode

**To Store A System Speed Dial Name:**
1. This program needs to be done at the Manager's extension on the system, generally Ext-101, leave the handset in the cradle
2. Press PROGRAM or PAUSE
3. Dial ** (star, star)
4. Enter system Password: 1234 (one, two, three, four)
5. Dial 0 0 2 (zero, zero, two)
6. Press ENTER
7. Dial the speed dial location number (000 through 999)
8. Enter the name (Max 20 characters - see "Entering Characters" below)
9. Press ENTER
10. Press NEXT or PREV to enter another name
11. When finished entering names, press END (HOLD key)
12. Press PROGRAM to exit programming mode

**Entering Characters:**
Use the chart below to enter letters. The numbers in the left hand column refer to the keys on the phone, the numbers across the top refer to the number of times to push the key to get to the letter or symbol you want.

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**Daily Mailbox Use:**
The daily use features covered in this section are:
- New message notification
- Message retrieval
- Delivering messages
- Remote message retrieval

**New Message Notification:**
New messages are identified by the message light at the top of your phone being lit solid red.

**Retrieving Messages – From Your Own Extension:**
**Use these instructions if you have the VOICE PROMPTS playing in your mailbox:**
1. Press the “My Mailbox” key
2. Enter your password followed by # (pound key)
3. Press 1 (one) to retrieve messages left in your mailbox – this plays back messages left in your mailbox by callers
   - Press 1 (one) to listen to new messages
   - Press 2 (two) to listen to old messages
   - Press 3 (three) to listen to deleted messages
   (NOTE: Deleted messages are stored for 24 hours after being deleted)

**Use these instructions if you have the SCREEN PROMPTS on your phone:**
1. Press the “My Mailbox” key
2. Enter your password followed by # (pound key)
3. On the LCD screen you will see “Receive Msg.”, press the ENTER key to retrieve messages left in your mailbox
   - Press ENTER to listen to new messages
   - Press the down arrow once then ENTER to listen to old messages
   - Press the down arrow twice then ENTER to listen to deleted messages
   (NOTE: Deleted messages are stored for 24 hours after being deleted)
Retrieving Messages – From Another Extension:
1. Press the “My Mailbox” key at any extension on the system.
2. When prompted to enter a password, dial #6 (pound key, six)
3. When prompted for a mailbox number, dial * (star key) followed by your personal mailbox number.
4. Enter your password followed by # (pound key)
5. Remaining steps are exactly the same as if you were at your own extension, ie: 1 (one) to retrieve messages left in your mailbox, etc (see steps in above instructions for Retrieving Messages)

Delivering Messages:
1. Press the “My Mailbox” key
2. Enter your password followed by # (pound key)
3. Press 2 (two) to deliver a message (if using the VOICE PROMPTS) or press the down arrow once, then press ENTER (if using the SCREEN PROMPTS)
4. The voice mail will prompt you for the mailbox number of the person you would like to leave a message for. Follow the prompts to record your message.

Remote Message Retrieval – From Outside the Office:
To retrieve messages in your mailbox when you are away from the office and someone is answering the calls:
1. Call into your office, someone answers
2. Have the person that answers press “VM Transfer” and your extension key
3. As soon as you hear your greeting start playing, dial #6 (pound key, six)
4. The voice mail will prompt you for a mailbox number, dial * (star key) followed by your three or four digit mailbox number
5. Enter your password when prompted, then follow the voice prompts to receive your messages.

To retrieve messages in your mailbox when you are away from the office and the voice mail is answering the calls:
1. Call into your office, the voice mail answers
2. As soon as you hear the main greeting playing, dial #6 (pound key, six)
3. The voice mail will prompt you for a mailbox number, dial * (star key) followed by your three or four digit mailbox number
4. Enter your password when prompted, then follow the voice prompts to receive your messages.

Manager Programming:
This section will cover system manager level programming.
Features covered in this section are:
System Speed Dialing
Flexible Button Programming
Message Waiting Notification
Extension Name Change
Headset / Handset Mode
Time Change – Telephone System
Time Change – Voice Mail System
Voice Mail Main Outgoing Greeting Change

System Speed Dialing:
You can store up to 1000 phone numbers in the system for all extensions to access. (Default: 1000 numbers, 000 through 999)
NOTE: These speed dials are accessible by all extension users, see "Personal Speed Dial" instructions for speed dials that are accessible by ONE extension only.

To Store A System Speed Dial Number:
1 - This program needs to be done at the Manager's extension on the system, generally Ext-101, leave the handset in the cradle
2 - Press PROGRAM or PAUSE