**AGMN -1st TIME SET-UP INSTRUCTIONS - - PANASONIC VOICEMAIL SYSTEM**

*WELCOME TO YOUR NEW VOICEMAIL BOX!*

The first time you access your mailbox, you will be required to set it up and customize your personal settings.

You cannot retrieve any voicemail messages until you fully complete the one-time mailbox setup procedure (See following instructions)

* **ACCESS YOUR MAILBOX FROM YOUR WORKSTATION’S PHONE**

Log into your Voicemail by pressing the Voicemail key on the Right side of your phone.

You will hear “Welcome to the Panasonic Unified Messaging System. This is the Subscriber Tutorial Service”.

* **SETTING A PERSONAL SECURITY CODE (MAILBOX PASSWORD)**

When you access voicemail, you will be prompted to enter your personal security code.

Set your password when prompted by entering the desired password then press # (sign)

2 to accept.

* **RECORDING YOUR MAILBOX NAME**

When prompted, say your first and last name, followed by pressing the 1 key

2 to accept the recording

This is the name that co-workers will hear when they send messages to your mailbox.

* **RECORDING YOUR STANDARD GREETING**

Here is a sample you can follow when recording your greeting.

Example:

“You have reached the desk of <*YOUR NAME>*, of <*COMPANY NAME>*. I am either on the other line or stepped away from my desk. Kindly leave your name, number and a brief message. I will get back to you as soon as possible. Thank-you for calling and have a nice day.”

* **LAST STEP – CONFIRM YOU ARE SATISFIED WITH YOUR MAILBOX SETTINGS BEFORE YOU HANG-UP**:

Once you have recorded your personal greeting, wait for further instructions. You have not completely setup your mailbox until you press 1, when prompted, to confirm that you are satisfied with your settings.

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| **CALL HANDLING**  **Placing an Outside Call**  1. Lift Handset  OR Press Speaker (hands-free)  Press 9 + tel number  **Placing an Internal Call**  Lift handset, enter ext number  **- - - - - - - - - - - - - - - - - - - - - - - - - - -**- - - - - - - - - - - - - - - - - - - - - - - - - -  **Transferring a Call**  1. With the caller on the line; press **Transfer** key, then **ext #.**  2. Announce call (if desired), then hang up to complete the transfer  **- - - - - - - - - - - - - - - - - - - - - - - - - - -**- - - - - - - - - - - - - - - - - - - - - - - - - -  **Transferring Direct to Vmail**  ***Don’t use if other ext is in “DND” Mode***  **Press VOICEMAIL + Ext number**  then quickly hang-up  - - - - - - - - - - - - - - - - - - - - - - - - - -- - - - - - - - - - - - - - - - - - - - - - - - - -  **Conference Call / 3-way Calling**  1. With first party on the line; press the “**Conf”** button (Person is now on hold).  2. Dial 9, then dial 2nd party  3. Once the 2nd party is on the line, press “**Conf”** to join the calls  - - - - - - - - - - - - - - - - - - - - - - - - - -- - - - - - - - - - - - - - - - - - - - - - - - - -  **Redial**  Press the Redial Key (will redial the last number called)  - - - - - - - - - - - - - - - - - - - - - - - - - -- - - - - - - - - - - - - - - - - - - - - - - - - - | **DIRECTORY - SPEED DIAL**  **How to Program Personal Speed Dials in your Station’s Directory:**  1. Press the **PROG** key on the LCD screen  2. Enter 10 + **ENTER** on the LCD Screen  3. Select location number (11 – 19)  **4. Enter 9 + (area code) +** **telephone number,** then press **enter key**  4. Enter Name using dial pad  5. Press **ENTER** on LCD Screen to save.  **How to Quickly Dial a**  **Station Dir Speed Dial Number:**  1. Press MENU (on LCD),  2. Personal Directory shows up, Press ENTER (on LCD),  3. Then the DOWN ARROW on navigation key,  4. When the name you want shows up- lift the Handset, you are now connecting  - - - - - - - - - - - - - - - - - - - - - - - - - -- - - - - - - - - - - - - - - - - - - - - - - - - -  **CALL HISTORY LISTINGS**  Press the left side arrow Once for Outgoing Call Log / Twice for Incoming Call Log   * Press the Down arrow until you see the number you want. * Lift the handset to connect the call   - - - - - - - - - - - - - - - - - - - - - - - - - -- - - - - - - - - - - - - - - - - - - - - - - - - -  **PAGING**  [Where available]  Pick-up handset and Press **PAGE** button  Hang-up when done | **ONE TOUCH SPEED DIAL KEYS**  Program a key to act as spd dial to an Outside tel number or Internal Extension  *(NT560 use NEXT PAGE KEY for this feature)*   1. Press the **PROG** key on the LCD screen 2. Press the button to be programmed 3. Press the **CLEAR** key on the LCD screen 2 times 4. a) Internal: Dial Ext number   b) External: Dial 9 + tel number   1. Press ENTER key 2. Enter Name using dial pad [Where available] 3. Press ENTER Key to save 4. Press EXIT   - - - - - - - - - - - - - - - - - - - - - - - - - -- - - - - - - - - - - - - - - - - - - - - - - - - -  **BACKGROUND MUSIC**  [Where available]  To Turn Background Music on or Off:  *Turn it on: Lift the handset Dial \*7511*  *Turn it off: Lift the handset Dial \*7510*  - - - - - - - - - - - - - - - - - - - - - - - - - -- - - - - - - - - - - - - - - - - - - - - - - - - -  **MICROPHONE CONTROL - ON/OFF**  To turn microphone on/off when in hands-free mode (i.e. Speaker mode), press the “**MUTE**” button.  **MUTE** Button – Red Light On =  Preset for 2-way hands-free conversation and auto answer internal calls  - - - - - - - - - - - - - - - - - - - - - - - - - -- - - - - - - - - - - - - - - - - - - - - - - - - -  **CHANGE RINGTONE**  1. Press the **PROG** key on the LCD screen  2. Press **Intercom key twice**, the screen will display tone types  3. Use the Arrow pad up or down until you find the tone you like.  or, Press **SEL** (in the LCD) until you hear the ring tone you like.  4. Press **ENTER** on the LCD, Press **EXIT**. | **PARK HOLD**  [System Wide]   * To Park a Call:   With the caller on the line, press a free (non-flashing) PARK key (e.g. Park 1)   * To Retrieve a Parked Call:   Pick up handset, press the flashing PARK button where call was parked (e.g. Park 1)  - - - - - - - - - - - - - - - - - - - - - - - - - -- - - - - - - - - - - - - - - - - - - - - - - - - -  **HOLD CALL**  [Handset Only]   * To Hold a Call:   With the caller on the line, press **HOLD** Key   * To Retrieve a Held Call:   Press flashing call key (Call 1 or Call 2)  - - - - - - - - - - - - - - - - - - - - - - - - - -- - - - - - - - - - - - - - - - - - - - - - - - - -  **VOICEMAIL**  **To check your voicemail from outside of the office**  1. Call **OFFICE NUMBER**  2. When the Auto-Attendant answers press **#6\*** and **your extension number**  3. Enter password followed by **#** key  **Quick Action Codes**  **1** Repeat this message  **1,1** Replay the previous message  **1,2** Play the next message  **2** Pause/Restart message playback  **2,6** Save message as new  **3** Delete this message  **5** Rewind message  **6** Fast-Forward, skip  **Mailbox Management (password and greetings)**  1. Press **VOICEMAIL**  2. Enter Password and Select option 4 |

**DO NOT TOUCH the FWD/DND – the red light MUST be on at all times**

**1-844-302-2466 | service@agmn.ca**