Advantech UC: Phone System Basic User Guide

Accessing Voicemail:

1. Press the **Messages** button on your phone to access your voicemail box, or dial 5001 if you cannot identify the voicemail button.
2. When prompted, enter your voicemail PIN, and then press #.

To Access Another Person's Mailbox:

1. Dial 5000.
2. When prompted, enter the other person's extension number.
3. Enter the voicemail PIN of the other person's mailbox, followed by #.

Setting Up Your Mailbox:

1. The first time you log in to your mailbox, you are walked through recording your name for the directory and recording your personal greeting.
2. The name recording is for the dial-by-name directory, so when someone enters the first three letters of your last name, it will play back your name recording.

To Transfer a Call:

1. Press **Transfer**.
2. Dial the extension of the recipient.
3. Press **Transfer**.

Transfers to External Numbers:

A transfer can also go to an external number such as a cell phone. Follow the transfer directions above but instead of dialing an extension, dial a 10-digit phone number.

To Park a Call:

1. Dial *** in an active call from any phone. The system says, "The call is parked at 7xx."
2. Hang up.

To retrieve the parked call, dial **7xx** where ***xx*** is the number stated by the system.

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