Voicemail

To Access Voicemail (from your own phones)
1. Dial **5500**, alternatively press the pre-programmed ✉ button
2. The first time the voicemail service is accessed the user will be guided through the initial process.

PLEASE NOTE: YOU MUST SET UP YOUR VOICE MAILBOX IN ORDER TO RECEIVE MESSAGES

To Record Your Greeting
1. Dial **5500** - alternatively press the pre-programmed ✉ button
(Password will be requested (254868 is default password, which you will be asked to change when you set up your voicemail for the first time).
When **setting** the new 6 digit passwords, users **must choose** passwords which will **not be** readily compromised and must not be passwords containing the following:

- **Passwords cannot use repeat digits e.g.111111, 112233 are not valid.**
- **Passwords cannot use mailbox number as a password**

2. **Personal Options** - Dial 3
    To **Record A Greeting** - Dial 2. Press **#** after recording the message
    To **Change Your Password** - Dial 4
3. Once the greeting has been recorded you must activate the message by dialling 1
- To **Review** the message - Dial 1
- To **Re-record** the message -Dial 1

TO LISTEN TO YOUR MESSAGES
1. **Dial 5500** - alternatively press the pre-programmed ✉ button
2. **Password** will be requested
3 Voicemail will state whether you have **messages**

To skip to next menu **Dial ***

TO FORWARD ALL CALLS TO YOUR VOICEMAIL
Press the **FWD** VMail button on the phones
When the button is **Red** the Call Foward is in place

Press the FWD VMail button again to cancel

You can also use codes below to set the Call Forward manually

1. Dial 141 followed by **5500** to **foward all calls** to Voicemail
2. To **Cancel** - Dial 141 **10**

Voice Message
Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes red.
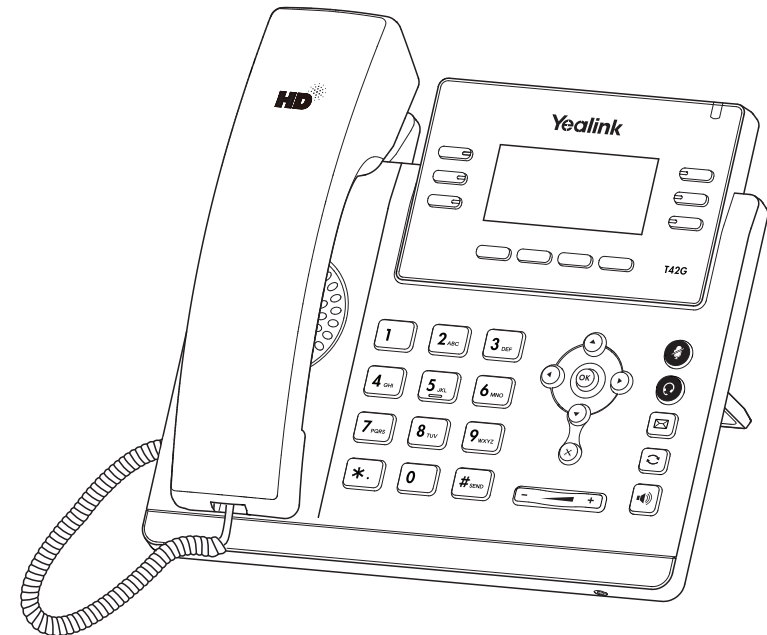**To listen to voice messages:**
1. Press ✉ or the **Connect** soft key.
2. Follow the voice prompts to listen to your voice messages.

DIACOM

LAW SOCIETY OF IRELAND

Elegant IP Phone

Quick Reference Guide

Basic Call Features

Placing a Call

Using the handset:

1. Pick up the handset.
2. Enter the number, and then press the **Send** soft key.

Using the speakerphone:

1. With the handset on-hook, press   .
2. Enter the number, and then press the **Send** soft key.

Using the headset:

1. With the headset connected, press   to activate the headset mode.
2. Enter the number, and then press the **Send** soft key.

> **Note:** During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the **Headset** key, **Speakerphone** key or by picking up the handset. Headset mode requires a connected headset.

Answering a Call

Using the handset:

Pick up the handset.

Using the speakerphone:

Press

Using the headset:

Press

> **Note:** You can ignore an incoming call by pressing the **Reject** soft key.

Ending a Call

Using the handset:

Hang up the handset or press the **Cancel** soft key.

Using the speakerphone:

Press   or the **Cancel** soft key.

Using the headset:

Press the **Cancel** soft key.

Redial

- Press   to enter the placed call list, press   or   to select the desired entry, and then

  press   or the **Send** soft key.

- Press   twice when the phone is idle to dial out the last dialed number.

Call Mute and Un-mute

- Press   to mute the microphone during a call.
- Press   again to un-mute the call.

Call Hold and Resume

To place a call on hold:

To resume the call, do one of the following:

- If there is only one call on hold, press the **Resume** soft key.

Press the **Hold** soft key during an active call.

If there is more than one call on hold, press   or   to select the desired call, and then press the **Resume** soft key.

Call Transfer

You can transfer a call in the following ways:

Blind Transfer

1. Press the **Tran** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press the **Tran** soft key.

Announced Transfer

1. Press the **Tran** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press   .
3. Press the **Tran** soft key when the second party answers.

Call Forward

1. To enable the desired call forward (to voicemail ie. 5500).
2. **Always Forward** - Dial 141 + destination number + # ie. 1415500#
3. **Busy Forward** - Dial 140 + destination number + # ie 1405500#
4. **No Answer Forward** - Dial 142 + destination number + # ie 1425500#
5. To remove **Always Forward** dial 14110#
6. To remove the **Busy Forward** dial 14010#
7. To remove the **No Answer Forward** dial 14210#

Call Conference

1. Press the **Conf** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press the **Send** soft key.
3. Press the **Conf** soft key again when the second party answers. All parties are now joined in the conference.
4. Press the **Cancel** soft key to disconnect all parties.

> **Note:** You can split the conference call into two individual calls by pressing the **Split** soft key.

Speed Dial

1. Press **Directory**
2. Search keys using numbers/letters
3. Press **Send** to dial